



Mohammed Abuobaed

IT Help Desk Representatives

Dedicated helpdesk professional currently providing technical support in a 5000+ users environment. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve and document user help requests for desktop, laptop, mobile, network and peripheral problems.



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Saudia Arabia, Dhahran Almunatazah

Work Experience

Almajdouie | Nov2020 - Present

IT Help Desk Representatives

- General network troubleshooting
- Network printer installation
- Strong Network & PC knowledge
- Software troubleshooting and configuration
- Fielding/Closing internal IT Help Desk tickets
- Windows server environment troubleshooting
- Various other IT specific tasks

AlBilad Bank | Jan2020 - Nov2020

Head Teller

- Motivates the other bank tellers to remain friendly and professional at all times.
- Supervises other bank tellers and their cash drawers.
- Trains new tellers in bank practice and procedure.
- Handles upset or irate customers.
- Provides access to the vault and safety deposit boxes.
- Replenishes and troubleshoots ATM machines.
- Carries money to the vault and audits the vault regularly with the help of a second employee.
- Relays information to bank officials; may create reports at the end of each shift for reference.

Albilad Bank | Jan2019 - Jan2020

Teller

- Serves customers by completing account transactions.
- Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits.
- Answers questions in person or on telephone and refers customers to other bank services as necessary.
- Records transactions by logging cashier's checks, traveler's checks, and other special services; preparing
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins.

AlRajhiBank | Jun2018 - Oct2018

Customer Service Co-op

- Answer questions about account types and banking products, such as money market accounts, loans and credit cards
- Check on the status of customer accounts and track checks and payments
- Review and explain account charges
- Assist customers with replacing lost or stolen credit or cards

Educational History

Network Administrator Support Jan2021 - now

Technical & Vocational Training Corporation Bachelor Degree in Network Administrator Support

Computer Information Technology Aug-2015 – Aug-2018

Jubail Industrial College Associate Degree in Computer information Technology

Qualifications

- Cybersecurity Essentials in the Cisco Networking Academy.
- Introduction to Cybersecurity in the Cisco Networking Academy.
- Linux Essentials course in the Cisco Networking Academy.
- ITILL v4 in Ethrai

Skills and Abilities

- *Work Under Pressure*
- *Communication Skills*
- *Teamwork skills*
- *marketing skills*
- *Time management*
- *Problem solving*
- *thinking out of the box*
- *Innovative ideas*
- *Positive attitude*
- *Creativity*