

Mohammed AlBuobed

Saudi Arabia – Dammam · +966 561969966

Muhammed96@live.com

Resume Example by:
3ziz.com

PROFILE

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..

EDUCATION

Nov 2020 – DEC 2022

Bachelor of Network System Support , Technical and Vocational Training Corporation – Dammam

- GPA 4.88 of 5

Mar 2015 – Nov 2018

Associate of Computer Information Technology , Jubail Industrial College – Jubail

- GPA 2.49 of 4

EXPERIENCE

Nov 2020 – Now

IT Help Desk , At Almajdouie Holding.

- Support the users and Solve their problems
- Install or changing software and parts in users PCs
- I worked on Service now
- count the assets and take care to deliver it to the users and assign it to the right user
- solve network problem and share point

Jan 2020 – Nov 2020

Head Teller , Albilad Bank.

- Responsible about all tellers and ATM and and solve customer problems without return to the branch manager

Jan 2019 – Dec 2019

Teller , Albilad Bank.

- Count money , receive from the customer and give it to them , and answer all customer question

SKILLS & LANGUAGE

- Work under Pressure. (Excellent)
- Communication Skills . (Very Good)
- Listen to others and ask questions. (Excellent)
- English Language. (Good)
- Customer Service and Team work (Excellent)

CERTIFICATES

- ITIL v4 Foundation (**certified**)