



Noor Aljarash

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LinkedIn



PROFILE

Graduate of Information technology, seeking an IT Help desk support position in organization that will provide an opportunity to utilize my skills to improve end-user's experience.

EDUCATION

▪ Dec 2017 – Jan 2020

Diploma of Computer Network ————— Institute of Public Administration – Riyadh GPA 4.69 of 5

EXPERIENCE

▪ July 2020 – Present

IT Help Desk / Application Support ————— Ray Solution – Khobar

- Addressing customer tickets regarding hardware, software, and networking.
- Troubleshoot hardware, OS, Security, and Network Problems.
- Prepare and configure end-users' computers and peripherals.
- Guide users with simple, step-by-step instructions and conduct remote troubleshooting.
- Follow up with next-level support personnel.
- Help create technical documentation and manuals.
- Perform asset management and IT procurement activities.

▪ Oct 2019 – Dec 2019

CO-OP Trainee ————— CTC / Saudi Aramco – Dhahran

- Converting and Publishing eBooks on Book Author.
- installing network devices.

COURSES

- CompTIA Network+ Udemy
- Computer skills - Microsoft Office 2016 IAU
- Intro to the IoT Cisco Networking Academy
- Intro to Cyber Security Cisco Networking Academy
- Cyber security for beginners Udemy
- Ethical hacking SQL Attack injection Udemy
- Future Seekers Program in Digital Marketing – AI – PM -
- Business analytics Udacity (Misk Academy)

SKILLS AND LANGUAGES

- Helpdesk Support
- Improving customer experience
- eBooks Publishing
- Adobe Photoshop
- HW/SW Installing
- Working with Microsoft Office
- Windows Client 10 and Server 12
- English language ★★★★★

CERTIFICATIONS

- Cisco Certified Network Associate - CCNA 200-125

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