

# MAJED MOUAWAD

## NETWORK SYSTEM ADMINISTRATION

I'm a Network system administration with one year of experience in Maintenance of network computers , Control devices and connect them to the local network , Manage permissions on the network Check and fix problems on the network and Add new devices to the network and connect them to the local network

### Contact

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- 23 / 11 / 1987
- Saudi

## Work Experience

### SADAFCO ( sales representative)

May 2011 - Jul 2011

- Preparing and preparing in advance any papers or documents that the client may need to make agreements and conclude contracts.
- A detailed explanation of all the products and services of the company he works for, and encouraging customers to purchase them.
- Preparing clear work plans (daily/weekly/monthly) and making periodic improvements thereto.
- Managing relationships with all customers and transferring important information about the full need of markets and customers.
- Acting on behalf of the company to sell services and products and display their offers

### Al-Seef Company ( Logistics Coordinator )

May 2012 - Aug 2012

- Coordination and control of supply processes and procedures
- Supervising orders and arranging storage of raw materials and equipment to ensure needs are met
- Keep records of stores, warehouses, and orders
- Preparing accurate reports for senior management on the movements and status of stores
- Communicate with suppliers, retailers and customers to achieve profitable deals.

### Mobily (customer service)

2013 - 2019

- Motivating teams to achieve the best results
- Employing, developing and training employees to qualify them to provide distinguished services to customers
- Solve customer problems
- Cooperating with other departments in order to satisfy the customer

### Mobily (Digital and Social Customer Service)

2019 - 2022

- Solve customer problems
- Ensure that the process of responding to customers proceeds quickly
- Raise the customer's request for support in case of technical problems
- Cooperating with the rest of the departments in order to satisfy the customer
- Team management and collaboration to get the highest customer service results

## Skills

- Computer proficiency
- Proficiency in the use of Office programs (Excel, Word, Access)
- Use of web and social skills
- Windows Server 2012 Usage Management
- Managing wired and wireless networks and managing its systems
- The ability to solve problems and find ideas and solutions

## Courses

- Customer service skills and work pressure
- Linux system administration course
- English Language course
- communication skills
- rtificate of Completion
- IT Essentials 14 Feb 2018
- Introduction to Networks 14 Feb 2018
- NDG Linux Essentials 13 Nov 2018
- Preparing the trainees TOT 07 Oct 2020