

RASHED AL-HARBI

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Riyadh, Al 4785

PROFESSIONAL SUMMARY

Trained IT worker skilled with hardware and software. Analytical in investigating problems, tracing root causes and correcting routine or serious issues. Communicates easily with technical and non-technical personnel to deliver quality support. Astute [Network technician] with proven ability to analyze, diagnose and resolve computer user support issues. Experienced in providing comprehensive technical support to users and resolving complex technical issues. Possesses knowledge of standard operating systems and networking protocols.

WORK HISTORY

Service Desk Specialist | Najm company - Riyadh 08/2022 - 02/2023

- Resolved service requests within target timeframes.
- Installed networks and managed components such as servers and Internet Protocols (IP)s .
- Prioritised ticket queue, closing interactions and logging requests upon query resolution.
- Provided first line technical support to clients, responding within agreed timescales.
- Coordinated and executed routine hardware upgrades.
- Escalated appropriate issues to senior technicians, relaying relevant information in handovers.
- Established and troubleshot network and data communications systems.
- Updated and improved web pages for relevancy and accuracy.
- Scanned systems, diagnosing and correcting equipment failures and performance issues.
- Answered user questions about hardware and software operation to help resolve problems.
- Followed technical documentation for accurate installation, maintenance and repair work.
- Prepared equipment for staff use, installing cables, operating systems, and software.
- Carried out new hardware installations and updates, keeping systems functional and secure.
- Completed investigations to check on reported errors, reproduce problems and trace faults.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.

Salesman | Car Rental Company - Taif , 02 01/2018 - 01/2019

- clean and resaleable.
- Managed customer product and service queries, resolving effectively and efficiently.

SKILLS

- Ethical hacking
- Linux system
- Software issue diagnosis
- Network troubleshooting
- Exceptional communicator
- Hardware upgrades
- Desktop support
- Technical issues analysis
- Hardware diagnosis
- Technical documents comprehension
- Site inspection test
- Fix Outlook problems
- Computer and network maintenance.
- Proficiency in working on the
- Find the use of Microsoft Office programs.
- Introduction to Microsoft Word
- Introduction to Microsoft PowerPoint
- Introduction to Microsoft Outlook
- Information security
- Internet of Things and promising
- Customer support needs assessment
- User Support
- Reporting and documentation
- Web development
- Remote support
- Troubleshooting proficiency
- Application installations
- Expert in disaster recovery
- LAN aptitu
- Research methods
- Vulnerability analysis

EDUCATION

Technical And Vocational Training Corporation - Taif 12/2021
Computer Networks, natural sciences
Department: Computer and Information Technology, GPA: 3.29, GPA: 97.24

Al Sun - Al Taif 01/2016
Some College (No Degree)

LANGUAGES

English

Upper intermediate

CERTIFICATIONS

- Saudi Council of Engineers