

RENAD AL-SHEHRI

TECHNICAL SUPPORT



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SUMMARY

Network Administration focused Technical Support in help desk environments. Highly adept in diagnostics, and troubleshooting. Excellent organizational and problem-solving skills. Works well in team environments and displays strong work ethic.

SKILLS

- Critical Thinking Skills
- Analysis of technical issues.
- Assessing Customer Support Needs.
- Attention to Detail.
- Excellent MS Office

COURSES

Misk

- Future Path Program

Cisco

- NDG Linuxs
- Cyber Security
- Internet of Things (IoT)

Doroob

- Information Security
- Network security
- Network Protection

Public Prosecution

- Security of information and government.
- documents and electronic security

TechCampus

- Cryptography

WORK EXPERIENCE

Human Resources Development Fund | Sep - Mar

IT Technical support - Tamheer

- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Installing and configuring hardware and software.
- Resolving network issues.

Public Prosecution | May - Aug 2021

IT Coop training

- Create users accounts and subsidiaries
- Backup, Reporting, and Recovery
- Manage network group policies
- Repairing damaged parts in computers.
- Active directory, Exchange, windows server

EDUCATION

Diploma in Computer and information Technology

Network systems Administration | 2021

- With a GPA 4.20 of 5

CERTIFICATION

CCNA - Routing and Switching .

IT Essentials : PC Hardware and Software .

TOT - Training of Trainers .