



SAMER ALSAYKHAN

System Administrator

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Professional Summary

Motivated IT technician seeks new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. - and driving the achievement of departmental goals.

EDUCATION

TVTC (2016-2018)

Network Technology (IT)

EXPERINCE

HABITAT HOTEL (2012-2013) ADMINISTRATIVE OFFICER

ACCURATELY PREPARED GOVERNMENT COMPLIANCE REPORTS AND PROPOSAL REQUESTS FOR EMPLOYEE DATA.

RED SEA BUILDING AND MATERIAL CO

(2015-2016) **REGIONAL SUPERVISOR**

1. UPDATED KEY HR METRICS , INCLUDING TURNOVER AND TERMINATIONS , USING REPORTS TOOLS ON THE HRMS DATABASE
2. FOLLOW-UP WITH ALL BRANCHES (TIME SHEET, EMPLOYEE AFFAIRS)

SHERWIN-WILLIAMS PAINTS

(2016-2019) **TRAINING & DEVELOPMENT OFFICER**

1. ORGANIZED AND EDITED TRAINING COURSES, MULTIMEDIA VISUAL AIDS AND OTHER EDUCATIONAL MATERIALS.
2. DEVELOPED SURVEYS TO IDENTIFY TRAINING NEEDS BASED ON PROJECTED PRODUCTION PROCESSES AND CHANGES.
3. TRAINED NEW HIRES TO PERFORM CROSS-TRAINING EXERCISES WITH EXPERIENCED WORKERS.
4. CONDUCTED ORIENTATION SESSION AND ORGANIZED ON THE JOB TRAINING FOR NEW HIRES.
5. DEVELOPED DEPARTMENTAL SYSTEMS AND PROCEDURES THAT BETTER ALIGNED THE WORK FLOW PROCESS.
6. EVALUATED THE EFFECTIVENESS OF TRAINING PROGRAMMES AND RECOMMENDED IMPROVEMENTS TO UPPER MANAGEMENT.
7. ATTEND TO THE CAREER FAIRS TO FIND THE BEST TALENTS OF CANDIDATES
8. BALANCE SCORE CARD (MENTORING THE DEPARTMENT PERFORMANCE)

SHERWIN-WILLIAMS PAINTS

(2019-PRESENT) **SYSTEM ADMINISTRATOR**

1. ADMINISTERING THE OPERATING SYSTEMS:
INSTALLATION OF OS TO NEW DEVICES AND TROUBLESHOOTING THE EXISTING PCS.
CHECK ON UPDATES AND KEEP THE DEVICES UPDATED.
2. AVAYA IP TELEPHONY MANAGEMENT
ALLOT TELEPHONE DEVICES TO THE USER.
CREATE EXTENSIONS & TROUBLESHOOTING THE TELEPHONE CONTROL UNIT.
3. SOFTWARE & HARDWARE INSTALLATIONS, CONFIGURATIONS, UPGRADES,
TROUBLESHOOTING & MAINTENANCE.
SOFTWARES INCLUDE MS-OFFICE, ANTIVIRUS, EMAIL CONFIGURATIONS, ANY SPECIFIC
SOFTWARE REQUIRED BY THE END-USER.
DATA TRANSFER / EMAIL .PST FILES AT THE TIME OF JOINING OR LEAVING OF A NEW
EMPLOYEE.
HARDWARES INCLUDE ALL SORT OF COMPUTERS, LAPTOPS, PRINTERS, SCANNERS AND THEIR
PERIPHERALS.
4. ADMINISTERING THE ROUTERS, SWITCHES, ACCESS POINTS AND TROUBLESHOOT THE
NETWORKS OR DEVICES WHEN REQUIRED.
5. IT PROCUREMENT FOR SUPPLIES, SOFTWARE & HARDWARE.
SUPPLIES INCLUDE ALL SORT OF TONERS, CARTRIDGES, CABLES, CORDS, ETC.
SOFTWARES INCLUDE MS-OFFICE, ANTIVIRUS, OR ANY SOFTWARE NEEDED BY THE END-USER.
HARDWARES INCLUDE COMPUTERS, LAPTOPS, PRINTERS, SCANNERS, ROUTERS, SWITCHES OR
ANY OTHER PERIPHERAL RELATED TO IT OR REQUESTED BY THE COMPANY.
6. MAINTAIN DETAILS ON THE LICENSES OF MS-OFFICE, ANTIVIRUS AND ANY SOFTWARES
HAVING LICENSES.
7. MAINTAINING AND ADMINISTERING THE BIOMETRIC DEVICES
ADD/REMOVE USERS TO THE ATTENDANCE MACHINES AND ACCESS CONTROLS.
SET WORKING HOURS AND PROVIDE ACCESS TO THE END USERS.
8. MAINTAINING AND ADMINISTERING THE SURVEILLANCE DEVICES OF THE FACTORY (CCTVS).
9. PREPARE ID CARDS OF ALL THE EMPLOYEES AND GIVE ACCESS TO THE ACCESS CONTROLS.
10. REMOTELY ACCESS THE END-USER OUTSIDE AND SOLVE ISSUES WHEN REQUIRED

Courses

Introduction to strategic planning for HR
Introduction to HR Functions
Leadership Essentials
English Course at Canadian Institute (1year)
International Computer Driving License
Train The Trainer
System administration complete course from beginner to advanced

Skills

Social media
Graphic design
Microsoft Office
Spreadsheets
Email communication
Marketing automation
Data visualization
Communication
Organization
Analytical Abilities
Creativity
Perseverance
Problem Solving
Avaya IP
Cisco
Oracle