




Sheikah Alsudairy

Programmer

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Riyadh, Saudi Arabia 

Experienced Support Engineer familiar with user support and root cause analysis. Advanced knowledge of IT operations and dedication to see issues through to end. Works well in remote and desk-side environments. Practiced troubleshooter with excellent diagnostics and repair abilities, strong attention to detail and methodical approach. Boosts system performance by thoroughly evaluating and correcting different hardware and software issues.

WORK EXPERIENCE

Remote Support Engineer Arabic Computer Systems

01/2021 - Present

Riyadh

Achievements/Tasks

- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Monitored systems in operation and input commands to troubleshoot areas.

Technical Support Saudi Bell

09/2020 - 12/2020

Riyadh

Achievements/Tasks

- Based in The Ministry of the Interior – 911 Center
- Resolved diverse range of technical issues across multiple systems and applications for end-users.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Used ticketing systems to manage and process support actions and requests.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

Contact Center Agent SMSA Express

03/2020 - 09/2020

Riyadh

Achievements/Tasks

- Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.

Customer Service Representative VFS Global

04/2019 - 11/2019

Riyadh

Achievements/Tasks

- Held the Switzerland and Hungarian Embassies to process Visa Papers

Customer Service Riyadh Airports

07/2018 - 08/2018

Riyadh

Achievements/Tasks

- Provided primary customer support to internal and external customers.

EDUCATION

Diploma - Computer Programming Princess Noura Bint Abdulrahman University

09/2016 - 01/2019

4.26 of 5 - Riyadh

SKILLS

Technical support expertise

Teamwork skills

Works Well Under Pressure

Outstanding interpersonal skills

Self-directed learning

Application support

Cooperative team member

Attention to Detail

CERTIFICATES

Cybersecurity (02/2021 - 02/2021)

Profession Ethics (10/2015 - 10/2015)

Personal Analysis System Disk
(11/2015 - 11/2015)

Positive Coaching (11/2014 - 11/2014)

Change (09/2015 - 09/2015)

Volunteer Rights (02/2016 - 02/2016)

Reporting Session (11/2015 - 11/2015)

Noura Al-Atta Workshop
(10/2015 - 10/2015)

Organizing the Volunteer Updates
(09/2015 - 09/2015)

Reporting (09/2015 - 09/2015)

LANGUAGES

English
Native or Bilingual Proficiency

Arabic
Native or Bilingual Proficiency