

# Shmokh Alanazi

## IT Professional

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### Education

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**Computer Networks Diploma**, *Institute of Public Administration*

2022

### Professional Experience

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**IT Trainee**, *Awqaf Sulaiman Alrajhi Company*

05/2022 – 12/2022

Riyadh, Saudi Arabia

- Performed traffic engineering analysis on network and systems facilities
- Maintained a basic working knowledge of the corporate network.
- Provided low-level network administration services.
- Monitored the health of the overall network, reporting problems and incidents as necessary.
- Assisted in the first line of support for network infrastructure.
- Troubleshooting configuration issues involving software conflicts, hardware problems, and network protocols (TCP/IP).
- Co-authored a framework for IT policies and procedures
- Assisted in the implementation and execution of IT governance principles and framework
- Provided training to users on how to use Office 365 effectively

**COOP - IT department**, *Ministry of Defense*

10/2021 – 01/2022

Riyadh, Saudi

- Guided 1st & 2nd level support on incidents.
- Co-ordinated and gave instructions to end-users through email, phone calls, and Remote Desktop software
- Defined and monitor a company's assets
- Installed, updated, and Troubleshoot ERP System
- Hardware installation, configuration, upgrades, and repairs
- Prepared new PCs and laptops for users
- Documented all inquiry activities in the ticketing system
- Escalated issues to the proper IT department and follow up

### Courses

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**CCNA Professional Certification**

**Digital Transformation Course for Leaders - Simplilearn**

**Digital skills in Data and AI - Simplilearn**

**Digital Marketing For Leaders - Simplilearn**

**Agile Scrum Master - Simplilearn**

**Introduction to Project Management - Simplilearn**

**Lean Six Sigma Green Belt (LSSCB) - Simplilearn**

**Automation Test - Ministry of Communications and Information Technology**

**Cyber Security - General Organization for Vocational and Technical Training**

### Skills

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- CCNA
- Networks and Communications
- Rapid learning and development
- Problem Solving
- Adaptability and Working under pressure
- English Language