

Ziyad Abdullah Alharbi

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PROFILE

IT specialist looking forward to work at challenging position in the field of information technology, where I can apply and develop my knowledge and skills for continuous improvement and contribute to the success of the organization.

EDUCATION

FEB 2017 – JUN 2020

Associate of Science Degree in Computer and Information Technology,
Jubail Industrial College – JUBAIL

EXPERIENCE

MAR 2021 – Until Now

IT Observer, United Amana Company, Riyadh

- Establish E-mails and accounts for new users and assist with password or login problems.
- Create new users, reset password and control the user privileges for an ERP system.
- Troubleshoot and resolve issues with software or hardware.
- Maintain procedures and reports that provide technical support to the entire organization.

JAN 2020 – MAR 2020

IT Support Technician (Coop training), Jubail Industrial College,
Jubail.

- Utilized expertise in IT department to resolve some incidents quickly and competently.
- Completion of the project to upgrade all computers of IT department, from Windows 7 to Windows 10 by more than 350 computers.

SKILLS

- Communication
- Attention to details
- Quick learner
- Self-development
- Customer service
- Problem solving

LANGUAGE

- Arabic
- English

CERTIFICATES

- Google IT Support Professional Certificate – Misk Academy / Coursera
- Introduction to Cybersecurity - Cisco Networking Academy
- Basics of Information Security - Institute of Public Administration
- Cyber Security - Dorroob
- IT Support Technician - Dorroob