




Mousa  
alshumaymiri

Service desk

 [Mossa.1419@hotmail.com](mailto:Mossa.1419@hotmail.com)

 0554784235

 Riyadh – Saudi Arabia

 [www.linkedin.com/in/mousa-h-alshumaymiri-62449b1b6](https://www.linkedin.com/in/mousa-h-alshumaymiri-62449b1b6)

## SKILLS

Working with a team

Problem Solving

Adaptability

Collaboration

Strong Work Ethic

Time Management

## EDUCATION

Diploma /

Computer Science

King Saud University

2019 - 2021

## training courses

CompTIA A+

Abad Training Institute

## OBJECTIVE

*I seek to join a professional work environment that enables me to develop my skills, gain new experiences, be an effective and productive member, and contribute to the development of the workplace in which I will work to achieve success*

## EXPERIENCE

### Service desk

*Najm Insurance Services Company.*

#### *Training in Tamheer Program*

- *Work on ManageEngine program*
- *Responding to client support queries.*
- *Providing support in person, over the phone, or via remote access.*
- *Diagnosing issues with computer software, peripherals, and hardware.*
- *Running software diagnostic tools and physically inspecting hardware systems.*
- *Talking to clients through basic problem-solving processes.*
- *Providing basic computer training.*
- *Installing and upgrading hardware and software systems.*
- *Writing training manuals.*
- *Following up with clients.*
- *Completing support tickets and updating it on ticket system.*
- *monitoring SolarWinds dashboard to check network status.*
- *Follow up with approval life cycle on service request. Manage travel and expense reports for department team members*

#### *training in the IT department*

##### *KING SAUD UNIVERSITY*

- work at office programs
- work at hardware maintenance
- Performing technical support tasks
- Identify and fix computer problems