

Mahdi Hussain Al Sohayeb

PERSONAL INFORMATION:

Marital status: Married
Nationality: Saudi
Birthday: 1994-08-03

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Saudi Arabia, Eastern Province

OBJECTIVE:

Diligent IT support with 2+ years' experience. Looking forward to secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. While making a significant contribution to the success of the company.

EDUCATION:

- Jubail Industrial College
- Graduation date: 2017-11-1
- Major: Associate of science in Computer and Information Technology.



WORK EXPERIENCE:

- Safari Company, as an IT Support with Government Projects, Princess Noura University at Riyadh then King Fahad International Airport at Dammam. 01/04/2018 – until now.
 - Responsible for the Information Technology Dept. of King Fahad International Airport project.
 - Technical support for the company's projects in Dammam&Abqaiq.
 - Controlling the Team of IT Support in the Dammam&Abqaiq projects.
 - IT Support staff training.
 - Receiving Requests throw emails or calls and coordinating with IT Department in head quarter in Riyadh to solve Safari systems problems.
 - Coordinating with IT Department in DACO to solving IT problems if there is any issue with DACO asset which in our site.
 - Handling all IT assets in KFIA project and Aramco Abqaiq Project.
 - Checking networking connection and contacting the provider if there is any problem.
 - Controlling the server for sharing folders and files between the employees.
 - Enrollment users in fingerprint device and manage the machines.
 - Attending Supervisors weekly meeting.
 - Writing weekly report to head office and management.
- AlJurisy Company, Contractor with King Faisal Specialist Hospital & Research Center in Riyadh, as an IT Support. 03/12/2017- 29-03-2018.
 - Receiving Requests throw Service Desk System

- Troubleshooting and solving PCs, networks, outlook and software problems of the PC remotely.
- Installing Windows whether by Image or new version and any needed applications.
- Data backup and recovery.
- Connecting printers to all PCs and maintaining printers.
- Co-op Training Program at Saudi Electricity Company at Al Ahssa, as an IT Support. 02/07/2017 – 12/10/2017
 - Making periodic maintenance to PCs and Reset to Computers routers.
 - Creating network cables and network ports.

TRAINING COURSES:

- 160 Hours Training Course in English at Excellence Institute.
- 24 hours, Entering Information in Computer, at Economics Community Training Center.
- 20 Hours, ITIL V3 Foundation, at Smart Irtekaz.
- 50 Hours, CCNA, at Abadnet Institute.

SKILLS:

- Proficient in English language (Speaking, Reading, and Writing)
- Effective Communication skills
- Ability to withstand work pressure, and working extra hours.
- Dedication to work, and willingness to learn new things for the work.
- Ability to be responsible, accept challenge for the assigned tasks and execute the job accurately in timely manner.
- Wide Knowledge in Software, Hardware, Networks, Windows, PC periodic maintenance and Troubleshooting PCs problems.
- Proficient in solving many kinds of PCs, Applications and Printers problems.
- Knowledge of working with ACRONIS, PuTTY, VMware, TAPS system, Symantec Endpoint Protection, Microsoft Office, Active@ Boot Disk, Service Desk System.
- Photoshop Designing, Photograph.

REFERENCES:

Iqbal Mustahsun: IT Technician, at King Faisal Specialist Hospital: 0580047743 – mustahsun@kfshrc.edu.sa

Ali AlSohaib: IT Supervisor, Saudi Electricity Company: 0503854887 – ahsohaib@ngrid.sa

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