

majedaldhrah@gmail.com
+966 555338766
Riyadh, Saudi Arabia 22232

MAJED ALDAHRAH

Education

12/2012

Intermediate University Degree - Diploma:

Computer Science - Technical Support
College of Communications And Electronics
Jeddah, Saudi Arabia
G.P.A 3.99 OUT OF 5

07/2022

Cisco CCNA 200-301 Network Training Course, 60 Training Hours:

CISCO CCNA 200-301
Abadnet Institute
Jeddah

2012

CCNA Exploration: Network Fundamentals
Cisco Networking Academy
Jeddah, Makkah, Saudi

2012

IT Essentials: PC Hardware and Software
Cisco Networking Academy
Jeddah, Makkah, Saudi Arabia

2017

Human Factors in Aviation Approved By EASA
European Aviation Safety Agency
Jeddah, Saudi Arabia
European Aviation Safety Agency

2016

AIRCRAFT DISPATCHER CERTIFICATION COURSE
Nexus
Jeddah, Makkah, Saudi Arabia

Highlights

Personal Information

- Date of Birth: 05-11-1988
- Place of Birth: Saudi Arabia - Jeddah
- Marital Status: Single
- Nationality : Yemen
- LinkedIn Profile: [linkedin.com/in/majedaldhrah/](https://www.linkedin.com/in/majedaldhrah/)

Summary

Technical support professional with more than 10 years of experience. Classified by the Saudi Council of Engineers. Recently interested in the science of aviation. Carries Aircraft Dispatcher License No. 22556 from GACA

Experience

Mobily - Gtel Contract - IT Technical Support Specialist

Riyadh, Saudi Arabia
12/2022 - Current

- Providing technical support to Mobily employees remotely by telephone, remote screen sharing, or by visiting them. Mac Apple product and Windows OS.
- We receive support requests and follow them up through the Remedy portal
- Providing support and fixing errors for laptops-work station and printers
- Configure the new laptop for new employees in Mobily and support them to start
- Work with all other IT departments to ensure that errors are resolved. like cyber security-network and others.

SNB Saudi National Bank temporary contract for 45 Days - One dimension company - IT Technical Support Specialist

Eastern Province, Saudi Arabia
08/2022 - 10/2022

iWeaver - ALNASIJ CO. - IT Technical Support Officer.

JEDDAH, Makkah
01/2013 - 06/2022

- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.

iWeaver - ALNASIJ CO. - Maintenance - Genius Bar & Customer Service

Jeddah, Makkah
04/2011 - 12/2012

- Delivered technical support to clients by offering solutions based on specific problems and concerns.

- Language :Arabic (excellent)
English (excellent in work field).
- Work under pressure.
- Vast technical Knowledge.
- LightSpeed POS Expert and ERP system.
- Mac OS Apple and windows specialist. MS Office proficiency
- Technical Troubleshooting
- Time Management.
- Commitment to the work time.
- Quick learner.
- Team-worker.
- Focused on quality in work
- Good communicator.
- Quick learner.
- Team-worker.
- Focused on quality in work
- Good communicator.

iWeaver - ALNASIJ CO. - Salesman and Cashier

Jeddah, Makkah

04/2010 - 04/2011

Educated customers on product features and technical details to highlight benefits.