



SALMA ALDOSARI

Technical Support


PERSONAL PROFILE

Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability .

CONTACT

 As-Suwaidi district

 salmasaad.0830@gmail.com

 0542761830

EDUCATION

College of Digital Technology .. Diploma in Information Technology Technical Support GAP :4.66

SKILLS

- I have experience in the field of technical support and information technology.
- I have 4 months experience in the field of technical support in King Fahd Medical City
- Dealing with all Windows systems professionally
- Finding solutions as soon as possible and diagnosing problems as soon as possible
- Speaking and polite style
- I am good at dealing with the public, absorbing their anger and winning over others
- *Ability to work under pressure
- Finding appropriate solutions and answering inquiries from computer users, including new users.
- Dealing with operating systems, user accounts, work policies and controls
- the ability to think logically
- a good memory of how software and operating systems work
- the ability to work well in a team
- a strong customer focus
- the ability to prioritise your workload
- attention to detail.
- excellent listening and questioning skills, combined with the ability to interact confidently with clients to establish what the problem is and explain the solution

WORK EXPERIENCE

King Fahd Medical City - IT Department

recommendation letter:

FAISAL SAAD ALHUSAYNAN-ASSISTANT HEAD OF TECHNICAL SUPPORT.
SUPERVISOR OF TECHNICAL SUPPORT ADMINISTRATION.
EXT:[17799](tel:17799)-MOBAILE:[0505699502](tel:0505699502)

Courses

- IT ESSENTIALS: PC HARDWARE AND SOFTWARE -25 APR ,2019-Cisco Networking Academy
- CCNA ROUTING AND SWITCHING-15 5 ,2020-Cisco Networking Academy
- INTRODUCTION TO CYBERSECURITY-13 8 ,2020-Cisco Networking Academy
- LINUX PROFESSIONAL INSTITUTE-20 12 ,2020-Cisco Networking Academy
- ORACLE ACADEMY AWARD OF COURSE COMPLETION JAVA FUNDAMENTALS-14 5 ,2020-ORACLE ACADEMY
- 003 CISCO DATA CENTER NETWORKING-21 6 ,2020-cyberX
- LINUX SYSTEM ADMINISTRATION-8 11 ,2020-cyberX
- NETWORKS FOUNDATION-18 10 ,2020-cyberX
- CISCO DATA CENTER NETWORKING 003 2020, 6 21 -CYBERX
- LINUX SYSTEM ADMINISTRATION- 2020, 11 8- CYBERX
- NETWORKS FOUNDATION -2020, 10 18 -CYBERX
- YBER SECURITY FUNDAMENTALS-25 10 ,2020-cyberX
- How to become an ethical hacker-10-3-2021
- Fundamentals of Information Security - Institute of Public Administration-22-9-1441
- The importance of cybersecurity and digital giving -1-3-2021
- Entrepreneurship Course - Cisco Networking Academies-22-2-2019
- Networking Fundamentals Support Certificate - College of Digital Technology
- Social engineering -3-8-1442
- First aid course for technical emergency cases for girls in Riyadh30/5/1440-
- Cardiopulmonary resuscitation - technical course for girls in Riyadh -7-6-1440-
- Attending an integrated training program entitled - Technology for girls in Riyadh - the concept of volunteering and its mechanisms -20-7-1440
- A certificate of thanks and appreciation for my contribution to the success of the activities of the volunteer team at the College of Technology-1440-1439
- Customer Service - Higher Family Development Institute- 21-10-2020
- Occupational rehabilitation course at King Fahd Medical City- 13-7-1442
- Upon completion of cooperative training at-King Fahad Medical City- 17/01/2021