

Ahmad AlHellabi

information technology

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ABOUT ME

Holding a Diploma in Programming and web development, I bring practical experience gained from 3 years of IT support at Jarir Company and Advanced System CO. My skill set is further enhanced by a profound interest in cybersecurity, underpinned by a commitment to apply industry best practices to achieve robust outcomes.

EDUCATION

programming and web development, *College of Telecom and Information (CTI)* 06/2020 – 06/2023

LICENSE

Digital Data Governance and Development (GOVI), *IT Programming Technician* 08/2025

Saudi Council of Engineers (SCE), *Technical Classification – Software Technician* 09/2025

EXPERIENCE

IT HELP DESK, *Jarir COMPANY* 08/2020 – 08/2021

- Delivered technical support to staff, resolving both software and hardware issues.
- Installed, configured, and updated operating systems and applications.
- Handled 30+ daily support requests while maintaining quick response times and high-quality solutions.

Sales, *Al lamis Trading Est* 09/2021 – 04/2022

TechnicalSupport (training), *CTI college* 06/2022 – 06/2023

- Maintained and repaired student and faculty devices, resolving software issues efficiently.
- Assisted students in using academic systems and specialized programs.
- Contributed to improving the IT lab environment and technical resources.

Network/IT Services, *ADVANCED SYSTEM CO* 11/2023 – 08/2024

- Installed and configured internal networks and communication systems.
- Monitored and maintained IT infrastructure to ensure service continuity.
- Assisted in projects focused on improving performance and strengthening security measures.

CERTIFICATES

- Google IT Professional Certificate
- IT Fundamental and Hardware Repair
- cisco Computer hardware

SKILLS

Hard Skills — Expert

- IT support and help desk assistance
- Software installation and troubleshooting
- Microsoft Office (Word, Excel, PowerPoint)
- Software and hardware issue resolution

Soft Skills

- Effective time management
- Task organization and prioritization
- Strong communication with teams and clients
- Attention to Detail
- Multitasking

LANGUAGES

- Arabic
- English