MOHAMMED YASLAM BIN FURAIG
IT | Technical Support | System Administrator

✉ M.AlFuraig@Gmail.com 📞 +966598157692 📍 Saudi Arabia - Riyadh in: www.Linkedin.com/in/MAlFuraig

SUMMARY

A System administrator who excels in managing complex IT systems, troubleshooting technical issues, and optimizing infrastructure. My expertise includes overseeing system backups, ERP operations, and hardware/software solutions, while also integrating advanced technologies.
Also skilled in stakeholder communication and project leadership, consistently delivering efficient and innovative solutions to support

MEMBERSHIPS

- Saudi Council of Engineers

COURSES

- Information Security From Doroob
- Essentials to Cyber Security From Doroob

SKILLS

- Time management
- Critical thinking
- Problem solving
- Details-Oriented
- Communication & presentation skills

TOOLS

- ManageEngine ServiceDesk Plus
- Cisco webex meetings
- MS Office
- Twitter ADS tools
- Google ADS tools
- SnapChat Ads tools
- TiK TOK ADS tools
- Photoshop

LANGUAGES

- **Arabic** : Excelent
- **English** : Good

EDUCATION

2014 - 2016
Technical College (Riyadh)
Diploma Graduate with a first-class honours degree in Technical Support field with a GPA of 4.89 out of 5.00

2011 - 2012
High School
High School (Science) With an Excellent Grade.

CERTIFICATES

- Cisco Certified Network Associate **(CCNA)** From Cisco

EXPERIENCE

OCT 2020 - PRESENT **System Administrator - IT Technical Support Specialist**
Alrabee And Alsaif Company
* Responsibilities:
- Solve problems of computers and laptops (hardware & software) & Upgrading and developing equipment and systems.
- System Administrator (Tax System ,Accounting ,Inventory Management ,Supply&Purchasing ,Human Resources ,Sales)
- Daily system backup
- Maintenance and troubleshooting of printers for all users (Hardware ,Software) and activation of printer sharing
- Work closely with service providers to implement all network & System and infrastructure development activities and ensure its completion in an efficient and effective manner.
- Providing technical support to all users remotely.
- Manage all company domains & Manage the Hosting of the E-Commerce and Emails For the company's domain on the CPanel.
- Follow up with developers in managing and solving all problems of the online store
- Field work in visiting branches to solve technical problems and check systems
- Coordinating with Human Resources for the handover of technological assets to employees.
- Solving problems of internal and external telephone (central) systems.
- Training employees on systems & Printing employee business cards.
- Managing call center operations and troubleshooting.
- Responsible for purchasing technical tools, devices and printer inks.
- support for CCTV with adjusting settings, operation, and solving problems.
- Managing the asset inventory process for the IT department and the company.
- Technical Systems Project Management.
- Solve problems of fingerprint devices with follow-up integration with the system (fingerprint attendance device & fingerprint door opening device)
- Managing company accounts at STC Business
- Additional tasks (supervising maintenance and IT contracts, shipping contracts, installment contracts, managing advertising accounts, managing branches on Google Maps)
- Documentation of work and the submission of regular reports to management.

JAN 2019 - JUN 2020 **Customer Service Representative**
Inteshar United Company
* Responsibilities:
Worked on four projects (Etihad Atheeb Telecom, Arabia Insurance Cooperative, PepsiCo, and Hoshan Real Estate). My responsibilities included handling customer requests and complaints, resolving technical issues, explaining services to customers, answering inquiries, and providing information about the company's products and services. Additionally, I undertook some sales-related roles.

SEP 2018 - DEC 2018 **Data Entry & IT Technical Suport**
Al-Rashed Consultants And Accountants office
* Responsibilities:
Archiving files / Writing letters / Entering data / Sorting files / Solving technical problems.

FEB 2016 - MAY 2016 **IT Technical Suport**
Saudi Credit And Saving Bank SDB (Cooperative Training)
* Responsibilities:
- Solveing all software and hardware technical problems
- Training Employees on The Bank systems.
- Installing systems (OS) in the Employee devices