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Profile

I am a Computer Network and Security graduate from Imam Abdulrahman Bin Faisal University, with a strong focus on technical support. My expertise in computer security and networks allows me to provide effective technical assistance. I have completed a cooperative training program at Yusuf Ahmed Kanoo Company as an IT Specialist. I am dedicated to improving user experiences and continuously enhancing my skills to make a positive impact in the tech industry.

Certificates

- Experience Certificate from Yusuf bin Ahmed Kanoo (March-June 2023)

Education

2020 – 2023 **Advanced diploma in computer networks and security**
imam Abdulrahman bin Faisal
focuses on designing, managing, and securing computer networks to ensure reliable communication and protect data from unauthorized access and cyber threats.

Professional Experience

2023/03 – 2023/06 **cooperative training**
Dammam, Saudi Arabia *Yusuf Ahmed Kanoo Company*

- Troubleshooting MS Office applications.
- Installing and configuring operating systems.
- Regularly updating software.
- Installing and maintaining software, drivers, and printers.
- Resolving connectivity issues.
- Configuring Outlook and OneDrive.
- Joining systems to the domain and connecting new devices.
- Providing support for user issues related to PCs, printers, and scanners.
- Troubleshooting hardware and software problems.

Courses

2022/03 – 2023/06 **Introduction to cybersecurity**
Cisco academy

2022/11 – 2023/03 **Cyber security essential**
Cisco academy

Skills

- Microsoft office (Excel, PowerPoint, word)
- Troubleshooting
- Technical Knowledge
- Multitasking
- Communication Skills
- Time management
- Adaptability
- Team Collaboration