KULUD SALEH AHMEDIN

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IT support

Motivated and detail-oriented IT student in her 7th semester, seeking an entry-level IT Support position to gain practical experience and contribute to a professional environment.
 Eager to apply technical knowledge, enhance troubleshooting skills, and grow in the field of IT support. Looking forward to learning from experienced professionals and contributing to a productive team environment.

EDUCATION:

- **Bachelor of Science in Information Technology (In Progress)**

Currently enrolled in 7th semester

TECHNICAL SKILLS:

- Windows Operating Systems.
- Basic Networking & Configuration.
- Hardware and Software Troubleshooting.
- Microsoft Office Suite (Word, Excel, PowerPoint).
- Remote Support Tools (basic knowledge).
- Ticketing systems and helpdesk operations (familiar).
- Graphic design using Canva.
- Video editing.
- Handled design and planning task.
- Organized files and edited posters.
- Customer Service and Marketing.
- Designed marketing cards for over six months.
- Responded to customer inquiries via mobil.

Content Writing.

- Intermediate experience in writing content for social media, academic projects, and promotional materials.

COURSES & CERTIFICATIONS

- Amazon Web Services (AWS) Training – Preparing for practice exam
- Introduction to Cloud Computing
- IT Fundamentals (Self-Learning)
- Cybersecurity Essentials (Introductory Level)

LANGUAGE:

- Arabic
- English

ADDITIONAL INFORMATION

- **Fast learner with high adaptability**
- **Strong communication and teamwork skills**
- **Responsible, reliable, and eager to grow**
- **Committed to delivering quality technical support**