ALI ALSAIHATI

IT CONSULTANT & SERVICES PROFESSONAL

SUMMERY

A competent IT support professional with a proven track record of providing Technical Specialist and IT Consultant, Services Professonal. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Extensive experience of working in the front-line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

CONTACT

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Eastern Province - Saihat
7414 al firdaws

EDUCATION

Technical of Management
Dammam Collage Technology
2003 - 2005

Saudi Electronic University
Information Technology LEVEL 5
2013 - Present

COURSES

Microsoft Exchange & Lync
Desktop Support Technician
ITIL V3
ILETS

LANGUAGE

ENGLISH

ARABIC

WORK EXPERENCE

Customer Service Representative 2004-2007
SAMBA | Khobar
o Ensure best quality of customer service & customer satisfaction.
o Responsible for sales of Visa/Master Card & sales of loan.
o Work to achieve Quarterly targets.
o Closing of all complaints & inquiries within standard time.

Senior IT Support Technician 2007-2015
King Fahd University of Petroleum and Minerals | Dhahran
o Solve incidents as quickly as possible Ensure that the best possible levels of service quality and availability is maintained according to the Service Level Agreement (SLA).
o Acting as the first point of contact for all IT & technical queries.
o Working within a TCP/IP network environment, including DHCP, DNS.
o Involved in the roll out of software updates and patches.
o Investigate specialist and complex IT support issues.
o Communicating with third party technical specialists.
o Configuring and managing backup & restore procedures.
o Responsible for allocating work to junior staff and induction training for new staff.
o Responsible for computer lab equipment for students in all colleges, developing and updating educational and practical programs,including the printer management program.
o Deploying new hardware, server backups & evaluating new software & security risks.
o IT security experience including anti-virus / malware, encryption deployment.

IT CONSULTANT 2015-2020
Accenture - (SADARA Project) IT Department | JUBAIL
o Developing the infrastructure and systems to meet the company's need.
o Professionally deal with VIP users by full support, in addition to maintaining a sense of satisfaction.
o Knowledge of Data Center Operations Management Facility.
o To work and manage of IT Assets Management.
o To work and manage suppliers/vendors and ensuring servicing are well maintain.
o Ensures service delivery and incident resolutions are met in accordance with service level.
o Monitors breaching SLA's and informs line manager.
o Reviews escalated and assigned cases with the IT Operations Team to ensure case progression and a resolution is obtained.
o Promote, champion and drive the use of ITIL best practices across the team.
o Design, develop, implement and coordinate systems, policies and procedures.
o To represent the IT dep. in management meetings and deputies for the IT Director in his/her absence.
o Ensure that service levels are regularly reviewed to ensure maintenance and delivery.
o Ensure accurate asset list is maintained detailing all desktop equipment and their owners.