

# Mujtaba H. Al-Towailib

Eastern Province, Saudi Arabia

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## OBJECTIVE

Seeking a position as an IT Specialist, System Administrator, or Security Analyst.

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## EDUCATION

Bachelor of Computer Science, Sept 2014 – May 2019

Jubail University College, Saudi Arabia

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## SKILLS

- Knowledge of computer and mobile hardware/software support, troubleshooting, and maintenance.
  - Format and setup of Windows and Linux systems, and configuration of group policies and registries.
  - Malware monitoring and removal of various types such as adware, ransomware, and viruses.
  - Experience in database management and software development with multiple languages such as Python, Java, PHP, JavaScript, SAPUI5 Fiori, HTML, and CSS.
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## EXPERIENCE

### Service Desk Analyst – Full time

Panda Retail Company – Savola Group, Dammam, Jan 2021 – Present

- Managing tickets for computers and POS hardware and software support, remotely or on-site
- Analyzing problems to document and provide efficient solutions and to avoid recurrences
- Testing and validating new software for smooth system upgrades with proper backup restoration

### IT Specialist – Internship

DOLF Technologies, Khobar, Aug 2020 – Dec 2020

- Moodle LMS development using LEMP stack (Linux, Nginx/Apache, MySQL, PHP)
- Integrating online payment methods such as Amazon Payment Services and PayPal
- Modifying existing Moodle plugins for proper API integration

### Developer & Security Analyst – Internship

Saudi Aramco, Dhahran, Jan 2019 – May 2019

- Developed scripts which involve process automation with API and database manipulation
- Managed application whitelisting and antivirus operations through Bit9 and McAfee DLP
- Handled user requests and tickets until closure through BMC Remedy