

ZAINAB AL-SUNNI

IT Support Specialist

📍 Eastern Avenue, Dhahran, Saudi Arabia

☎ 0567066595

✉ zainabcomputer1992@gmail.com

+ LINKS

LinkedIn

<http://http://linkedin.com/in/zainab-al-sunni-1721391aa>

+ SKILLS

Hardware Diagnosis

Troubleshooting Proficiency

Hardware Upgrades

Customer Support Needs Assessment

Application Installations

Call Center Experience

Windows XP/Vista

+ LANGUAGES

Arabic

English

+ ABOUT ME

Seeking a job for Information Technology position where I can make the best use of problem-solving, customer-service and communication skills, and experience in identifying, researching and resolving various technical issues to provide support to end users and increase organization's growth.

+ WORK EXPERIENCE

- International Schools JAN 2018 - AUG 2020
Dammam

IT SUPPORT SPECIALIST

* Providing operational management to include day-to-day operation, maintenance and problem resolution of all computer systems, equipment and software in the organization

* Installing, configuring, testing, monitoring, maintaining, and troubleshooting hardware and software problems, and networked peripheral devices

* Documenting all pertinent end-user information, including name, contact details, and nature of problem or issue

* Managing and maintaining reports for analyzing common complaints, and following up with customers to ensure their full resolutions

* Assisting in preparing, maintaining, and following procedures for monitoring PC performance and also providing statistics and reports related to it.

+ EDUCATION

- Prince Mohammad Bin Fahd University 2017
Khobar

BACHELOR OF TECHNOLOGY

+ INTERNSHIP

- Qatif central hospital DEC 2020 - DEC 2020
Qatif

HELP DESK TRAINEE

+ PERSONAL DETAILS

Date of birth

09/01/1992

Nationality

Saudi

Visa status

Citizen

Marital status

Single

* Delivered exceptional staff service to end-users by providing technical support related to Microsoft Products such as MS Office, Windows Operating Systems and other Microsoft applications, iPads, iPhones, Android devices and Tablets

* Assisted in documenting, tracking, and monitoring problems to ensure a timely resolution

* Responded to telephone calls, emails, and personal requests

* Coordinated, diagnosed, and resolved incoming employee calls

* Provided services to employees with technical problems and IT issues, including desktop, laptops or network services

* Provided case status updates to both management and end-users

* Supported and maintained effective relationships with users

* Diagnosed and repaired PCs, including hardware component replacement, and virus cleanup

* Performed data backups and disaster recovery operations, updated and rebooted systems as required

+ HOBBIES

- Computing , designing website, setting up networks

+ COURSES

- AUG 2018
COMPUTER MAINTENANCE , TECHNICAL AND VOCATIONAL TRAINING CORPORATION
- NOV 2017
BASIC MOBILE MAINTENANCE
- MAY 2019
INFORMATION SECURITY , IPA
- OCT 2020
INTRODUCTION TO CYBER SECURITY , CISCO NETWORKING ACADEMY