Abdullah Al-owa

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OBJECTIVE   Provide support and coordination in various fields of IT.

WORK EXPERIENCE

Arselor ARC Business Information Technology
11/22/2020-7/22/2021

IT Support Technician

- On site and remote support of all level 1 IT issues with computing devices (laptops, desktops, printers, tablets\iPads, business software, windows, communication and connectivity)

- Asset management (procurement, tracking, distribution) in accordance with IT department policies

- Coordination with third specialized parties to resolve advanced and more demanding issues

7/22/2021-Present

Cloud Solutions Analyst

- Analyzing client`s needs and current on-premise infrastructure and   challenges to develop a cloud solution design which fit these needs

- Calculating the cost associated with migrating to cloud solution with different paying plans(cost saving) against legacy On-Premise cost

- Implement Virtual Machines, VPN, Network Security Group, VM Automation(Start/Stop) and other Azure services

- Office 365 accounts management using Admin Portal

CO-OP Training   **Saudi Aramco**
                                                        6/16/2019-10/28/2019

           Training Coordinator
- Oversee six types of training programs (evaluation, acceptance\rejection, customer support)

           Training Service Agreement (person in-contact)
- Tunneling department-vendor bi-directional communication
- Preparing TSA
- Vendor-customer database updating

           Site Coordinator
- Supervising a contractor IT team for asset replacement project in accordance with department policies

EDUCATION and Professional Certificates   2017 - 2019

High Diploma in Computer and Information Technology,
Jubail Industrial College

- Azure fundamentals AZ900
- Microsoft 365 fundamentals MS900
- Sophos Central Endpoint and Server v3.0 Engineer
- Front-End Web developer Nanodegree - Udacity
- Full-Stack Developer Nanodegree - Udacity

ADDITIONAL SKILLS

Development:
1- JavaScript 2-Python 3-SQL(postgresql) 4-HTML 5-CSS 6-API 7-Flask 8-Auth0(Authentication and Authorization)