

Name: Mohammad Abdulaziz Ibrahim Aljouf

Personal Profile:

- Nationality : Saudi Arabia
- Date of Birth : 7/11/1993
- Marital Status : Single
- Mobile no : +966 556761363
- E-Mail : mohammadaljouf@gmail.com

Education:

- 2019 Diploma Degree in Information Technology at College Of Technology.
GPA: 4.81 out of 5

Experiences:

- 1/2020 – Present Customer Service Representative at Althawaqh Food Company.
 - Maintaining a positive, empathetic and professional attitude toward customers at all times.
 - Responding promptly to customer inquiries.
 - Acknowledging and resolving customer complaints.
 - Processing orders, forms, applications, and requests.
 - Ensure customer satisfaction and provide professional customer support.
- 6/2019 – 8/2019 Technical Support at Eastern Emanah.
 - Installation & configuration of a company's computer hardware operating systems and applications.
 - Diagnosing and solving hardware or software faults.
 - Troubleshooting technical issues.
 - Resolving network issues.
 - Following up with employees to ensure the problem is resolved.

Personal Skills:

- Computer Literate.
- Good Teamwork Skill.
- Good Communication Skill.
- The ability Work Under Pressure.
- Responsible.

Certifications & Training Courses:

- Cybersecurity from Cisco Networking Academy
- Internet of Things (IoT) from Cisco Networking Academy
- Business Management from Cisco Networking Academy
- Microsoft Office from Microsoft.
- Health and Safety from Saudi Petroleum Services Polytechnic College.
- Time Management from Dorooob Program.
- Learning Skills and Continues Development from Dorooob Program.
- Presentation Skills from Dorooob Program
- Workmanship tools from Basamh Community Service Program

Awards and Achievements:

- Excellence Award for English Language from Saudi Petroleum Services Polytechnic College.

Languages:

- Arabic: Native Language.
- English: Very Good.