Rayan Ghazi Bin Ali

Contact Information

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Date of Birth	City of Birth	Nationality	Social Status
11th of Jun. 1989	**Hada, Saudi Arabia**	**Saudi**	**Single**

Professional Abilities

Trouble shooting H/W,S/W ,applications problem ,WEB,APX.
Installing and managing hard/ware and soft/ware.
Configuring and creating new computers/Users/servers in the network to Domain.
Solving user related issues for software, applications.
Expert Skills in Internet & Computer Technology (Words, Excel, and PowerPoint).
The speed of data entry.
Hard worker /Team Leader.

Courses

- Amazon (AWS Technical Professional Online) Training Center Certified
- King Abdul-Aziz City for Science and Technology – KACST (Participation of IT Cyber Security)
- American Express (Security Awareness Training)
- American Express (Code of Conduct Training)
- American Express (Fraud Awareness)
- American Express (Anti-Money Laundering Training)
- Franklin Covey (The 7 Habits of Highly Effective People)
- Cyber Security supported by STC

Educational Background

2012

Diploma in Computer Network technologies and operating systems

GPA, Good (3.3/5)

(Institute of public administration)

- **Experiences**

- **(American Express LTD.):**
  2012-13 IT-Officer

  AVAYA (Call Manger & Site Administrator)   PBX Ext. Creation Administration.
  ACTIVE DIRECTORY   Operational & Technical Support.
  PRIM (CTL & Infosys CARD SYSTEM)   Operational & Technical Support.
  ONLINE, CASA (Card Transactions System)   Operational & Technical Support.
  CITRIX (Network Connection)   Technical Support.
  TARAVARA (Attendance System)   Technical Support.
  IT Help desk request services (Manage Engine Software).   Managing
  cards access system for all employees (CARDAX SYSTEM)**.**

- **IT Network-Admin 2014-16**
  - **Managing and supervising AECOM Riyadh projects**.
- Responsible for developing solution & supervising the Projects.
- Keeping the current internet up & running.
- Installing, Configuring, managing District(Routers, Switches, and
- Modems).
- Troubleshooting all H/W and S/F and Xerox printers.
- Backing-up servers share/projects drive weekly.
- Configuring Cisco routers and switches.
- Covering problem calls and figuring out solution.
- Monitoring Blackberry and NAS Server.
- Visiting all sites, with daily report.

- IT- System Administrator/Team leader (2016/18)

- Responsible for all end-user CTS RRB NCB Regional office (Riyadh). Solving problems for all S/W,H/D Servers and switches issues related to NCB Bank.
- Monitoring all NCB/ Quickpay Network branches in Riyadh region and central region.
- Covering Tickets via HPSM System, Calls ,e-mail issued by users
- Responsible for installation S/W,H/W related to all branches at Central region.

Project manager at MIS.
2019 – 2020

- **Creating Costing sheet and Insert budget of the project on ERB system and suppliers and service provider and maintenance)**

- **(Time, Budget, Monitoring Procurement, Scope of work, Customer Communication skills)**

- **Following up with clients and vendors to provides a good service a support to end users.**

- **Responsibility, Respect, Fairness, Honesty •Commitment, Dedication, Loyalty with clients.**

- **Handling Mega Projects: Government sector, Banking and large enterprises, private sector, education, and health and security**.

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