

# Hadi H. Al-Juzair

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## Key Terms

Aramco, SAP CRM, BMC Remedy, Troubleshooting, Help Desk, Networking. Cisco, Saudi, ITSS (Information Technology System Support), Aramco E-Training Courses.

## Objective

To join leading organization that enables me to a member of the IT developing team for the success and continuation of the business under umbrella of organization strategies and goals.

## Personal Information

Date of Birth: 17-Dec-1993, Al-Khobar, Saudi Arabia. Nationality: Saudi.

## Professional Experience

### Teleperformance – Saudi Aramco Contractor, Al-Khobar, Saudi Arabia

IT Analyst, IT Customer relation department, from 1-Nov-2015 – Present.

#### Computer and Communication Group:

- Analyzing Aramco Network activities and providing optimum solution.
- Providing IT Technical support to Aramco users related to network Connection using BMC Remedy.
- Troubleshooting SAP CRM technical concerns.
- Providing technical training to Company new comers.
- Opening tickets for each incident through BMC Remedy IT Service Management System.
- Improving timely closing/response and follow up for each opened ticket.
- Provide support and resolve HW/SW problems to the end user's satisfaction.
- Monitor and respond quickly and effectively to requests received through Aramco Help Desk Services.
- Install, test and configure new home internet modems.
- Troubleshooting IT incidents using Aramco specific application.

### Saudi Chevron Phillips Co. (S-Chem) – Jubail, Saudi Arabia

IT Department, Cooperative Training Program, from 1-Feb-2015 to 14-May-2015.

#### Desktops & Help Desk support Section:

- Working on Remedy system.
- Installing Projectors & Boards.
- Equipment Support.
- OS imaging and upgrading projects.
- Slow PCs Problem solving.
- Repair & maintain Hardware.

## Education

Associate of Science Degree, Computer & Information Technology, June 2015.

Department of Management & Information Technology

Jubail Industrial College, Saudi Arabia.

GPA: 2.83/4.00.

## Related Course Experience

- End-user Applications & Support.
- PC Building & Configuration.
- Network Operating Systems.
- Computer & Network Security.
- Data Communication & Network.
- PC Troubleshooting & Maintenance.
- Internet Services Management.

**My Aramco completed courses**

- Fire safety awareness
- The customer Service representative
- Customizing Windows 7
- Creating workbooks, worksheets, and data in excel
- Driver improvement program refresher
- Social media:Social media and you (SAP)
- Back safety
- Injury reporting and investigation
- Management and customization in outlook
- Near-miss
- Safety handbook – basic safety rules
- Working with e-mail in outlook
- MIS IP-02e PHISHING (SAP)
- Mobile security
- Four critical behaviors
- Information security essentials (SAP)
- Operational information security (skillsoft-IT)
- Data classification, sampling and collection in six sigma
- OE for area IT – Element 9
- Information security and the internet
- Safety handbook – emergency actions – introduction – LP policy and safety responsibilities
- Reporting and processing near miss (SAP)
- Innovation management system

**Volunteer Work Experience**

- Representing Department of MIT at JIC Career Day, April 2014.
- Representing Department of MIT at Mostaqbli Program, June 2014.

**Languages** Arabic & English.

**References available upon request**