

Hani Alghamdi



To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

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📍 Dammam, Eastern Region,

WORK HISTORY

February 2021 to October 2021

IT Project Co-Ordinator

Red Sea Gateway Terminal, Jeddah, Saudi Arabia

- Obtained 6 Sigma Yellow belt and CAPM Certificate From simplilearn
- In 9 months, completed 3 Project:
- **Hexnode Mobile Control:** Give you permission to install and uninstall apps and Control services for (Android - IOS) In 1 Platform.
- **Fresh service Helpdesk:** Platform Let you Control Users Tickets Requests and Manage Company Asset.
- **MECM Deploy System:** Microsoft Service Control Deploy Patches (Servers - Computers), Windows Images and Applications.
- Managed and motivated project teams to promote collaboration and keep members on-task and productive.
- Built and utilized reporting systems to keep customers and management in loop with latest information.

June 2014 to January 2021

Technical Support Specialist

Red Sea Gateway Terminal, Jeddah, Mecca Region

- Handled up to 300 technical support customer calls per 6-month, exceeding company average by 75%.
- Achieved high levels of customer satisfaction, closing trouble tickets with 80% first-call resolution.
- Accurately determined support level required by gathering customer and technology information.
- Trained 3 junior technicians in Technical Support troubleshooting best practice, reducing ticket resolution times by 30%.

SKILLS

- Waterfall methodology
- Reporting template development
- communication Skill and Teamwork.
- Clerical
- Monitoring Skills
- IT Troubleshooting Skills

EDUCATION

June 2007

A-Levels Programming

Dammam of Technical Collage,

Dammam, Eastern Province

CERTIFICATIONS:

- Networking Essentials 2.0
- CAPM – PMI
- 6 Sigma Yellow Belt
- English Elementary 3 – 4 From British Console
- Excellence in Customer Service

February 2010 to February 2014

Gate Operation Assistance

Red Sea Gateway Terminal, Jeddah, Mecca Region

- Serving more than 200 customers per day to load their containers and complete their procedures as soon as possible. after completing financial payments.