

Summary

Management Information system fresh graduate from IAU. I Achieved training as an IT help desk agent as a vocal point between customers and Saudi Aramco IT support. I got extensive training to answer customers IT inquiries and solve problems. I can work well independently and, in a team, as I am always aiming to learn and improve my skills consistently.

Experience

University Internship, Saudi Aramco, Dhahran

01/2021 to 05/2021

Worked under the IT Customer Relations Department as an IT help desk agent assigned with the following tasks:

- Answering calls per day as an IT helpdesk agent, addressing users' inquiries, solving IT problems, and providing any new updates information.
- Contacting with users via email or phone to follow up on incidents progress.
- Assisted users and provide a timely and effective update of the assigned incidents.
- Ensuring following the KPRs of the answering system.

Education

Imam Abdulrahman bin Faisal University, Khobar, Bachelor of Management Information System

- Second Class Honor Degree (Grade: Very Good)

Skills

I am able to quickly define dependencies, to effectively convey in a highly collaborative environment, and achieving tasks effectively with a high level of attention to detail.

- communicate effectively in English.
- Fair Knowledge of MS office.
- Computer skills.
- Basics of SQL database design.
- Basics of Python programming.

References (Click)

- https://drive.google.com/file/d/1cVZ9IZ7PKnOrDTglJv31pa_LDeNElh/view?usp=sharing