
ABDULAZIZ MOHAMMED ALAMER

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Profile Snapshot

A detail-oriented and well-trained professional with a passion for service and innovation in the Information Technology field. Skilled in a vast array of desktop applications, the use of these applications, and their repair and maintenance. Expert in systems upgrade, backup and recovery solutions, optimization and security, and interpersonal communication.

Skills

- Identifying issues regarding computer software and hardware
- Installing upgraded and new computer software and hardware
- Windows platforms
- Information protection
- Microsoft active directory
- Cloud platform
- Remarkable communications skills
- Ability to work well in a team environment
- Interpersonal problem solving

Professional experience

Accel international Ajyal center October 1 - now Technical Support Specialist

- Define and configure the client and administrative backup schedules.
- Diagnosed and resolved operating system, hardware and software program problems to root causes
- Resolved issues to meet customer satisfaction by keeping the customer updated on the case status.
- Develop custom windows image.
- Installing and configuring FortiGate firewall polices.
- Configuring & Managing DNS, DHCP & Active Directory.
- Installation Bitdefender endpoint protection and apply security Patches.
- Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility.

Abdulla Fouad Holding Company (WRP Saudi Aramco)
September 30

December 2018-

Senior technician

- develop data transfer software to migrate user data from old workstation to new work station
- Train and monitor end users on the utilization of computer software and hardware
- Work with COD department to deploying windows image for Aramco.
- Work with information protection department to solve windows hello issue.

Updated Pastel Arabia

February 2010 – March 2012

IT Help Desk Technician

- Guided customers through problem-solving processes
- Recorded problems and events and pertinent resolutions in logs
- Served as the initial point of contact for customers who sought assistance via the email or phone
- Determined the ideal solution based on the details and issues raised by the customers
- Updated and followed-up on customer information and their status
- Provided feedback and reported suggestions by customers to the proper internal team

operating systems

Education

Kwantlen Polytechnic University, English diploma, completed in 2016

King Faisal University, Bachelor of Science in Computer Information Systems, 2011

Training and Certificates

Langara College

Web Development Certificate 2018

Database Developer 2016

Kwantlen Polytechnic University Computer

Information System Certificate 2017

Cisco Certified Network Associate (CCNA) 2017

Saudi Arabian General Investment Authority (SAGIA) IT

Training September 2011

References

1. Abdulrahman M Meneea, Area Information Technology, Saudi Aramco, Mob. +966-504835876
2. Fawazi M Alwosaibai, IT System Consultant, Saudi Aramco, Mob. +966-507899123
3. Khalid Furaih, Supervisor CA devices, Saudi Aramco, Mob. +966-556001542