Hessah Abdullah Alsaad

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PROFILE

Self-realization by searching for a suitable job where I can use my skills and scientific and practical experiences and contribute to the development of myself and the success of the institution

EDUCATION

Aug2016 – jun2019

Diploma from international technical colleges in IT Technical support

Projects worked on during study:

- Installing and updating operating systems
- Troubleshoot program-related problems
- Provide technical support to clients
- Implementation of maintenance procedures
- Provide technical instructions
- Plan and perform system tests and implement system management

EXPERIENCE AND TRAINING

DEC2019– FEB2020

Sale employee at Al Hokair Company

- Customer service
- Make daily and monthly report for sale

APR2019– JUN2019

Information Technology support at Dentoplast Centers

- Solving internet issues
- Solving system issues
- Work on the main server
- Hardware and software solution
- Add , update and monitor the work of camera
- Maintenance
- Programming
- Responsible for the social media

Jan2019– Mar2019

Information Technology support at Interserve Learning&Employment

- Solving internet issue
- Hardware and software solutions
- Maintenance

- Programming

Aug2020– presently
Sale support project at Sary Information Technology Company
Helped source and qualify leads for micro business to accelerate the sales acquisitions and reduce the lead closing time

SKILLS

- Able of operating system installation
- Proficiency in using Microsoft office programs
- Customer service
- Work effectively in a team
- Time management
- Ability to work under pressure
- Ability to learn fast
- Professional in installing and configuring network

CERTIFICATES

- ICT (Cambridge a CIT exam)
- English (Pet exam Cambridge)

Courses

- English conversation skills
- Microsoft Office programs
- Customer's service
- Effective communication with customers
- Information Security
- Introduction to Internet of Things (IOT)
- Time management
- Introduction to optical fiber cables
- Preventive and infection control measures against the corona virus
- Cyber security Essentials
- Awareness of Cyber security Risks