Abdullah Khalid Alamoudi

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Objective

- Results-driven IT Engineer of experience in troubleshooting complex technical issues, optimizing system performance, and leading IT projects at MOI-SFMC. Specialize in network & systems administration, IT support, and technical problem-solving. Proven ability to enhance operational efficiency through innovative IT solutions. Seeking roles as an IT Support Specialist, IT Engineer, or Information Technology Specialist to leverage technical skills in a dynamic environment.

Education

BACHELOR OF ENGINEERING TECHNOLOGY (BET) | JUNE 2017 | TECHNICAL TRAINER COLLEGE

- Major: Information and Communication Technology.
- Minor: Network and Systems Administration.

Skills & Abilities

TECHNICAL EXPERTIES.

- Networking: TCP/IP, DNS, DHCP, VPN, Network Troubleshooting
- System Administration: Windows Server, Linux, User Access Management
- Remote Support Tools: TightVNC, AnyDesk, TeamViewer, Remote Desktop
- Productivity Software: Microsoft Office 365 (Excel, Word, PowerPoint)
- IT Support & Troubleshooting: Hardware/Software Support, Ticketing Systems, Help Desk Operations
- Security Best Practices: System Hardening, Access Control, Data Protection
- Analytical Thinking & Multitasking.

Experience

IT ENGINEER | ABV ROCK GROUP LTD | 16 AUGUST 2020 – PRESENT.

- Provide remote technical support using TightVNC & TeamViewer, AnyDesk resolving user issues efficiently
- Diagnose and fixed network, hardware, and software issues using tools like Ping, tracert, and system logs
- Optimize network performance through proactive monitoring and configuration improvements
- Manage IT inventory & asset tracking, ensuring smooth resource allocation

CUSTOMER CALL SERVICE | MOBILY | 12 NOVEMBER 2017 – 05 JULY 2020

- Resolve customer inquiries & technical issues, maintaining high satisfaction levels
- Deliver quality support via phone, email, and live chat.