Abdulaziz Alshammari

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EXECUTIVE SUMMARY

An ambitious technology professional with 2 years of experience in system administration and technical support and aspires for greater progression in the field of technology. Talented in applying problem solving and analytical approach in dealing with daily operations to meet business needs.

EXPERIENCE

Technical support
Ebttikar Technology (Within STC) | SEP 2021 - PRESENT

- Perform troubleshooting using different diagnostic techniques
- Provides technical assistance and support related to computer systems, hardware, software, and networking.
- Handles incidents and service desk tickets.

Technical support and System Administrator
Solution by STC (Within STC) | MAR 2021 - SEP 2021

- Handles incidents and service desk tickets.
- Performs day-to-day maintenance and installation of server, network equipment, virtual machines and printers.
- Systems Installation, Configuration and Upgrading

EDUCATION

Robert Morris University, USA
Bachelor in Computer Information Systems | AUG 2019

- **GPA:** 3.30 out of 4
- **Achievement:** Dean's list Spring 2019
- **Key Courses:**
    - INFS4240 Database Management System
    - INFS3210 APPLICATION PROGRAM OPERATING SYSTEMS
    - INFS3152 Adv Java: Application Program
    - INFS3220 SYSTEMS ANALYSIS AND DESIGN

CERTIFICATES

Vulnerability Management

HARD SKILLS

- Network Security
- Python
- Java
- Windows, macOS, Linux

SOFT SKILLS

- Ability to work under pressure
- Adaptability
- Problem Solving
- Flexibility
- Communication
- Ability to Work in a Team

LANGUAGES

- **Native:** Arabic
- **Proficient:** English

PROJECTS

1. **Real Time Shuttle Tracking** — *Scope and Prototype:*
   - Requirements
   - Analysis and Design
   - Implementation
   - Testing and Evaluation
2. **Framework for Clinic Management System with prototype:**
   - Use Case for booking appointments, contact with doctor and view doctor prescription
   - Use Case for checking emergency room waiting time.
   - Use Case for checking medical inventory and health history.
   - Creating a prototype for the system.