

Hussam Alshayeb

Technical Support Specialist

+966 54 199 3290 | hussamalshayeb01@gmail.com | [linkedin.com/in/hussam-alshayeb](https://www.linkedin.com/in/hussam-alshayeb) | Dammam, Saudi Arabia

Objective

Goal-oriented IT Specialist with 2 years of experience proficient in utilizing a wide range of tools and technologies, including network monitoring software (e.g., SolarWinds, Nagios), help desk ticketing systems (e.g., ServiceNow, Zendesk), and endpoint management solutions (e.g., Microsoft SCCM). Seeking to apply comprehensive expertise in system administration, cybersecurity protocols, and cloud computing platforms to drive organizational success and exceed IT objectives in a dynamic work environment.

WORK EXPERIENCE

ILF Consulting Engineering

Technical Support Specialist

Dammam, Eastern Province

March 2023 – Present

- **Technical Troubleshooting and Support:** Identify, diagnose, and resolve hardware and software issues for customers, ensuring seamless functionality.
- **Network Maintenance and Management:** Handle setup, configuration, and troubleshooting of network-related concerns, including Office 365 support.
- **User Communication and Follow-Up:** Engage with users to guide them through issue resolution steps, ensuring problems are resolved and conducting follow-ups to confirm satisfactory outcomes.
- **IT Infrastructure Management:** Assist in the implementation of new applications, manage multiple cases simultaneously, and provide procedural documentation and support for Office and Active Directory administration.
- **Hardware and Software Installation:** Conduct hardware/software installations, manage purchases, configure emails, set up printers, and perform PC formatting and setup to ensure smooth operations.

Foodics

Professional Services Specialist

Khobar, Eastern Province

March 2022 – March 2023

- **Specialized Technical Support:** Offered tailored technical services to clients, optimizing their use of software solutions for maximum efficiency.
- **Software Troubleshooting Expertise:** Skillfully addressed and resolved software issues promptly, ensuring uninterrupted operations for clients.
- **End-User Training:** Facilitated comprehensive software training sessions for end-users, enhancing their skills and overall satisfaction with the software.
- **Collaborative Bug Resolution:** Worked closely with the development team to identify and promptly resolve software bugs, ensuring a smoother user experience.

EDUCATION

King Faisal University
Bachelor of Computer Science
GPA: 4.08/5.0 – Very Good

Al-Hufuf, Eastern Province
January 2022

SKILLS

- Proficient in technical troubleshooting and support for hardware and software.
- Skilled in network setup, configuration, and troubleshooting, including Office 365 support.
- Effective communicator with users to guide issue resolution and ensure satisfaction.
- Experienced in IT infrastructure management, including implementation of new applications and procedural documentation.
- Proficient in hardware and software installation, email configuration, printer setup, and PC formatting for smooth operations.
- Strong analytical skills and ability to diagnose complex network issues.
- Knowledgeable in TCP/IP, DNS, DHCP, VLANs, and routing protocols.
- Hands-on experience in implementing and managing network security measures.
- Excellent communication and teamwork abilities for collaborative problem-solving.
- Certified Artificial Intelligence Engineer and Data Scientist.

CERTIFICATION

- Artificial Intelligence Engineer – 2021
- Data Scientist - 2021

LANGUAGES

- Native in Arabic
- Professional in English