

Manar Alshahrani

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Summary

Ambitious and detail-oriented IT professional and Fleet Data Specialist seeking to leverage expertise in GPS tracking, CRM systems, Firebase, and data analysis to enhance operational efficiency, improve data accuracy, and support business growth in a forward-thinking organization.

Education

Diploma In Technical Support “IT Support Systems” – International Technical College for Girls – Al Khobar

Graduation Year: SEP 2022

Experience

- Technical Support Specialist & Data Entry** – Entry Saferoad Company, Al-Khobar **AUG 2024 – Present**
 - Manage company fleet data within CRM systems, Ensuring accurate linkage with GPS tracking devices and real-time updates.
 - Monitor vehicle connectivity daily, Identify causes of disconnection, And coordinate quick restoration.
 - Handle high-volume technical support tickets via email, Achieving a 95%+ resolution rate within SLA.
 - Create and maintain Excel Reports with Advanced Formulas and Validation to Ensure Data Integrity.
 - Troubleshoot software and Hardware issues, Using Firebase to configure, Test, And optimize integrations.
 - Collaborate across departments to improve tracking accuracy and streamline workflows.
- IT and Analysis Intern** – Saudi Aramco, Dhahran **JUN 2022 – AUG 2022**
 - Built interactive Power BI dashboards, Integrating multiple local and cloud data sources with advanced DAX formulas.
 - Conducted data analysis to identify trends, Improve reporting accuracy, And support decision-making.
 - Managed Linux server environments, Including resource allocation and multi-distribution management.
 - Resolved network and hardware issues, Reducing downtime and improving reliability.
 - Performed system maintenance and hardware upgrades for better performance.
 - Supported IT teams in implementing best practices for security, Data management, And troubleshooting.

Certifications & Training

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| <ul style="list-style-type: none">Time Management AUG 2022Feasibility Study Development AUG 2022Strategic Thinking AUG 2022Career Path Management AUG 2022 | <ul style="list-style-type: none">Team Management AUG 2022Marketing Basics AUG 2022Digital Intelligence AUG 2022 |
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Skills

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| <ul style="list-style-type: none">Fleet Data Management & GPS TrackingFirebase Database & Cloud IntegrationTroubleshooting & Technical SupportTechnical DocumentationAdvanced Microsoft Excel (Formulas, Pivot Tables, Data Validation) | <ul style="list-style-type: none">CRM Software ManagementPower BI Reporting & VisualizationData Accuracy & Quality Control |
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Languages

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| <ul style="list-style-type: none">English | <ul style="list-style-type: none">Arabic |
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