

# Saud Aldhowayan

+966 531586011 · saudaldhowayan56@gmail.com - Dammam, Saudi Arabia.

Linkedin: linkedin.com/in/saud-aldhowayan

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## PROFESSIONAL SUMMARY

Knowledgeable and highly motivated Information Technology graduate with experience working in the IT department. I have worked alongside a team to address IT requests and implement solutions, alongside issuing documents and reports on those requests. I'm seeking to develop both personally and professionally in the IT field, with an aim of becoming an added value to the organization.

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## SKILLS

- Excellent Communication.
- Problem Solving.
- Adaptability.
- Time Management.
- Professionalism
- Teamwork.
- Computer Diagnostics.
- Software installation.
- Technical Support.
- Technical Troubleshooting.
- Documentation.
- Microsoft Programs (Word, Excel, PowerPoint)

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## PROFESSIONAL EXPERIENCE

**Al-Jubail Petrochemical Company (KEMYA)**

**Jun 2022 - Aug 2022**

### IT Technician (Intern)

- Analyzed problems and worked with the team to implement solutions.
- Interacted with employees remotely or in person and provided them with information as well as solutions.
- Completed research, compiled data, updated spreadsheets and produced reports in a timely manner.
- Enhanced employees experience by delivering superior services and effectively troubleshooting issues.
- Conducted regular reviews of operations and computer systems to identify areas of improvement.
- Gained hands-on experience in various Microsoft software programs increasing proficiency and expanding technical skill set.
- Provided computer diagnostics and worked on solving issues related to software and hardware on employee devices.
- Attended meetings alongside fellow team members to organize daily tasks and communicate current progress with the direct supervisor.

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## EDUCATION & CERTIFICATIONS

### Bachelor Degree In Information Technology

Saudi Electronic University - Dammam, Saudi Arabia

### Introduction To Cybersecurity Nanodegree

Udacity

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## LANGUAGES

Arabic

English