

ETHAR SAEED AL QARNI

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summary

- A recent graduate in Technical Support, seeking an opportunity to join a professional team where I can apply and develop my technical skills. Passionate about learning and providing efficient solutions to technical challenges while ensuring excellent customer support experiences.

EXPERIENCE

- Technical Support Trainee
- Saudi Academy of Civil Aviation | 2024
- Successfully completed a training program at the Saudi Academy of Civil Aviation, where I gained hands-on experience in IT and technical support. My responsibilities included diagnosing and resolving technical issues, providing support for hardware and software systems, and working in a professional environment that enhanced my customer service and problem-solving skills.

EDUCATION

- Diploma in Computer Technical Support
Digital Technical College | Graduation Year: 2025

SKILLS

- Professional in Microsoft Excel, with experience in data analysis, creating formulas, and managing spreadsheets efficiently.
- Strong computer skills, including troubleshooting hardware and software issues, and working with various operating systems.
- Excellent time management skills, able to prioritize tasks and meet deadlines in a fast-paced environment.
- Solid understanding of technical support procedures and problem-solving techniques.
- Effective communication and customer service skills, with the ability to work collaboratively in teams.
- Quick learner, eager to adopt new technologies and tools to enhance productivity and efficiency.
- Ability to handle multiple tasks simultaneously and manage competing priorities effectively.
 - Knowledge of networking fundamentals and system administration.

COURSES

- CCNA: Switching, Routing, and Wireless Essentials (2024)
- IT Essentials (2023)
- CCNA: Introduction to Networks (2023)

LANGUAGES

- Arabic
- English