

HESSA ALSOUBIE

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PROFESSIONAL SUMMARY

- IT and Networking Graduate with Practical experience in network administration, system configuration, and digital transformation projects. Skilled in Windows Server, Linux, Microsoft Exchange, and computer networks with a strong foundation in troubleshooting and technical support. Demonstrated ability to adapt across roles while maintaining focus on networking, infrastructure, and IT services. Passionate about applying technical knowledge to deliver reliable IT solutions.

SKILLS

- **Networking:** Routing & switching, TCP/IP, VLANs, VPN, Firewalls, Network Troubleshooting.
- **Systems:** Windows Server 2019, Linux Administration, Microsoft Exchange Server 2019.
- **Tools & Technologies:** Cisco IOS, Wireshark, Packet Tracer, Microsoft Office 365
- **Other Skills:** IT support, System Maintenance, Documentation, Customer-Facing Technical Assistance.
- **Languages:** Arabic (Native), English (Fluent).

EXPERIENCE

Train Traffic Controller

Dimensions Legend Contracting Company, Riyadh (Apr 2024 – Dec 2024)

- Ensured accurate technical communication systems in station operations.
- Maintained information systems and updates to enhance passenger experience.

Customer Care Specialist

Tamkeen Tech, Riyadh (Jun 2023 – Dec 2023)

- Deliver technical and customer support for digital services and applications.
- Collaborated with IT teams to escalate and resolve system-related issues.

Customer Service & Correspondence

STCpay Alasila CX, Riyadh (Aug 2022 – Jan 2023)

- Assisted in developing structured processes for digital service delivery.
- Supported customers with technical queries related to payment systems.

Digital Transformation Specialist (Intern)

Red Crescent Authority, Riyadh (Sep 2022 – Dec 2022)

- Managed and configured network devices including routers, switches, and servers.
- Applied troubleshooting techniques to improve system reliability and performance.

EDUCATION

Diploma in IT – Networking & systems

College of Digital Technology, Riyadh - 2023

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) (in progress)
- CompTIA Network+