

AWOODA FISAL AWOODA

IT Help Desk | Technical Support

Location: Doha, Qatar

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Professional Summary

IT Support Specialist with experience in setting up and maintaining hardware and software, troubleshooting technical issues, and providing efficient solutions. Skilled in operating systems, hardware repair, and network administration, with the ability to work under pressure and resolve technical problems effectively.

Technical Skills

- Hardware and server maintenance
- Operating system and software installation
- Troubleshooting hardware and software issues
- User support and problem resolution
- Network administration and printer maintenance

Work Experience

IT Help Desk Specialist | [Company Name] | [Start Date – End Date]

- Managed and troubleshooted laptops and desktop computers for users.
- Installed operating systems, software, and drivers on client devices.
- Diagnosed and resolved printer and connectivity issues.
- Troubleshooted hardware and software problems for smooth system operation.
- Addressed technical and application-related issues efficiently.

Education

Bachelor of Information Technology | University of Information and Technology | 2016 – 2022

Certifications & Training

- CCNA – Sudatel Communications
- Google IT Support

Languages

- Arabic (Native)
- English (Good)