

# Waleed Mohammed Alzubaidi

Jeddah | alwalid02@gmail.com | 0599829103

## SUMMARY

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IT professional with 5+ years of experience in technical support and system engineering. Associate degree holder in System Engineering with expertise in network troubleshooting, hardware/software maintenance, and Windows/Linux OS. Proficient in web development (PHP, Laravel, HTML, JavaScript, CSS), database design, and cloud services. Multilingual in Arabic, English, and Japanese.

## EXPERIENCE

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### Tsusho Jamjoom Trading Company

Jeddah

#### IT Support Officer

2021-Present

- Provide professional technical support to all departments
- Conduct training and support on IT system
- Stay up-to-date with the latest IT trends and technologies
- Maintain and troubleshoot company system

### Crown Plaza

Jeddah

#### IT Technician

2018-2021

- Manage and maintain hotel's IT infrastructure, including computers, servers, and network equipment
- provide technical support to 100+ staff member across various departments
- Troubleshoot and resolve hardware and software issues in timely manner
- Conduct regular system updates and backups to ensure data integrity and system reliability
- Collaborate with vendors to manage IT equipment procurement and maintenance
- Train staff on new software applications and IT best practices

## EDUCATION

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### Tokyo University of Technology

#### System Engineering

2015-2017

### Japanese Language School Affiliated with Tokyo University of Technology

#### Japanese Language

2013-2015

## SKILLS

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- Network troubleshooting | Hardware and software maintenance | Windows and Linux operating systems | Customer Service | Problem Solving | Team collaboration
- PHP | Laravel | HTML | JavaScript | CSS | Python | Database design | SQL | Git | Cloud services | Digital ocean

## LANGUAGES

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- Arabic
- English
- Japanese