

RAWAN ALHUMAID

TECHNICAL SUPPORT TECHNOLOGY

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OBJECTIVE

Motivated technical support specialist seeking a challenging position where I can deliver effective IT solutions, improve service quality, and support end-users while continuously developing my skills in a professional environment and contributing to the organization’s goals

SOFT SKILLS		TECHNICAL SKILLS	
Effective Communication	Time Management Problem Solving	Troubleshooting & Technical Support	Remote Support Tools (AnyDesk, TeamViewer)

EXPERIENCE

Technical Support Intern General Authority for Irrigation – Al-Ahsa, Saudi Arabia	January 2025 – May 2025
• Provided direct technical support that helped resolve a high volume of daily IT tickets efficiently and professionally • Successfully installed and maintained multiple computers and printers, enhancing overall office productivity • Contributed to reducing technical downtime by assisting in preventive maintenance procedures • Participated in diagnosing recurring technical issues and helped develop long-term solutions • Accurately documented all support requests and follow-up actions, improving response time and service tracking • Supported the onboarding process by setting up IT systems for new employees, accelerating workspace readiness • Gained hands-on experience in user communication and delivering prompt, effective technical solutions • Helped enhance the efficiency of the IT support team through discipline, initiative, and strong collaboration	

CERTIFICATIONS

- Introduction to Cybersecurity **Mar 2025**
- CCNAv7: Switching, Routing, and Wireless Essentials **Jun 2024**
- (CRA Training Program) by Huawei **Nov 2024**
- Microsoft Excel and Word by TVTC **Sep 2024**
- CCNAv7: Switching, Routing, and Wireless Essentials **Jun 2024**
- Introduction to Packet Tracer **Oct 2023**

EDUCATION

Diploma in Technical Support	Sep 2022 - Sep 2025
College of Technology – Al-Ahsa, Saudi Arabia • GPA: 4.05 • Relevant Coursework: Computer Hardware, Operating Systems, Networking Fundamentals, IT Support	

ADDITIONAL INFORMATION

- **Languages:** English , Arabic