

Saiya Awad Ail Al- juhain

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in [Sayah Aljohani](#)

📍 Saudi Arabia

SUMMARY

I am a Technical Support graduate skilled in troubleshooting, system maintenance, report writing, and remote technical assistance. I have experience with network configuration, technical documentation, and using Microsoft Office programs. I am adaptable, detail-oriented, and ready to contribute to the success of any team.

EDUCATION

Technical College | Technical and Vocational Training Corporation | Saudi Arabia

Diploma in Technical Support | 2021.

- Focus on identifying and resolving hardware and software problems efficiently.
- Learn to keep systems updated and running smoothly.
- Acquire skills to set up, diagnose, and manage network environments.
- Gain expertise in offering assistance through remote tools and platforms.

OTHER

● Certificates and Courses:

- Intelligent Dealing with Different Cultures.
- Social Intelligence Skills.
- Technical Environment for Remote Work.
- Outlook Program.
- PowerPoint Presentation Program.
- Work Culture According to the Saudi Labor System.
- Specialization in Technical Support.
- Professional Personal Interview Skills.
- Creative Thinking Skills.
- Influence and Persuasion Skills.
- Professional Writing in the Work Environment.
- Let's Work Together Professionally.
- Oral Presentation Skills.
- Be a Moral Employee.
- Learn the Basics of Computers.
- Searching for a Job.

● Technical Skills:

- Report Writing.
- Microsoft Office Suite (Word, Excel, PowerPoint).
- Outlook Program.
- Technical Support.
- Hardware Troubleshooting.
- Network Diagnostics and Support.
- Software Installation and Configuration.
- System Maintenance and Updates.
- Remote Technical Assistance.

● Soft Skills:

- Communication Skills.
- Leadership.
- Problem-Solving.
- Time Management.
- Team Collaboration.
- Adaptability.
- Flexibility.
- Critical Thinking.

● Languages: Arabic, English