

MOHAMMED HALAWANI

Saudi Arabia

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TECHNICAL SUPPORT & IT OPERATIONS

Highly motivated technical support specialist with solid hands-on experience in IT operations, customer service, and mobile maintenance. Proven ability to manage hardware/software troubleshooting, support internal departments, and deliver technical solutions in fast-paced environments. Known for problem-solving, adaptability, and teamwork.

EDUCATION

- **Diploma in Technical Support, Technical College, 2021- GPA: 4.44 / 5**
Focus: Computer Maintenance and IT Support

PROFESSIONAL EXPERIENCE

- Haramain High-Speed Railway. Onboard Crew, 2024- *Present*
Assisted passengers and ensured operational safety.
- Qasr Al-Andalus Hotel. Receptionist- 2023-2024
Managed front desk operations and guest services.
- Mobile. Sales Representative- 2023-2023
Handled sales and customer support; managed inventory.
- Distinctive Phone for Communications. Mobile Maintenance Technician
Diagnosed and repaired mobile devices, 2021-2023
- Royal Commission in Yanbu. IT Department,
Supported internal systems and technical operations, 3 Month, 2021, (Collaborative training)
- AMNCO (under Luberef). Security Officer, 2014-2016
Maintained facility safety and monitored site operations.

PROFESSIONAL SKILLS

- Computer proficiency (Hardware & Software)
- Microsoft Office: Word, Excel, PowerPoint
- Strong communication and interpersonal skills
- Teamwork and pressure management
- Self-motivated and quick learner

TRAINING COURSES & DEVELOPMENT

- On-board Training Program – 7 Hours
- Berlitz English Language Course – Germany
- Fundamentals of IT – Al-Badr Institute
- PC Assembly – Technical College
- Microsoft Word for Labor Market
- Building Effective Work Relationships
- Occupational Safety & Health (OSHA Standard)