

LAILA ALABOUD

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PROFESSIONAL SUMMARY

Senior Technical Support Specialist with over 6 years of experience in IT operations, infrastructure support, and technical troubleshooting across multi-branch environments. Experienced in supporting network devices, CCTV systems and end-user technologies to ensure smooth daily operations and minimal downtime. Skilled in incident handling, IT support coordination, asset management, and infrastructure monitoring, with strong problem-solving and communication abilities. Certified in ITIL 4, CAPM, CompTIA A+, and Six Sigma Green Belt.

TECHNICAL SKILLS

- Systems & Networking: Active Directory, Network Infrastructure, CCTV Systems, Wi-Fi Access Points
- Hardware & Software: Printer & Scanner Configuration, PC Setup, OS Installation, System Maintenance, Troubleshooting
- Tools & Applications: Microsoft Office Suite, Excel (Advanced), Ticketing Systems & internal IT request tracking, Basic SQL
- Soft Skills: Problem Solving, Time Management, Cross-Team Collaboration, Project Coordination

PROFESSIONAL EXPERIENCE

Senior Technical Support Specialist | IT Operations – NAQEL (Semi-Government), Dammam

Jul 2019 – Present

- Reduced IT equipment downtime by 35% through optimized asset tracking and rapid troubleshooting.
- Configured and maintained handheld scanners and printers, ensuring seamless operations.
- Managed Active Directory for employees, improving account management efficiency.
- Led the design and implementation of CCTV & network infrastructure upgrades across multiple branches.
- Supported developers in deploying error-reduction tools, cutting operational errors by

25%.

- Installed and configured operating systems, network devices, and security infrastructure.

Customer Service Representative – Ram Clinic, Dammam

Feb 2019 – Jun 2019

- Managed appointment scheduling and patient inquiries, improving service efficiency and customer satisfaction.

System Developer Intern – National Guard Hospital, Dammam

Jun 2013 – Aug 2013

- Designed and developed a database and user interface using ASP.NET to address departmental needs.

EDUCATION

Bachelor's Degree in Computer Science – Imam Abdulrahman bin Faisal University

GPA: 4.01 / 5 | Graduated JUN 2014

CERTIFICATIONS

- ITIL 4 Foundation in IT Service Management (ITIL4) – Exp. 2029.
- Certified Associate in Project Management (CAPM) – Exp. 2028.
- COMPTIA A+ (Computer Hardware & Networking)
- Six Sigma Green Belt
- Introduction to Data Analysis Using Excel

PROJECTS

- CCTV & Network Infrastructure Implementation: Planned, coordinated, and supervised installation in multiple branches, ensuring compliance with operational requirements.
- Additional Network Power & Wi-Fi Expansion: Improved connectivity and system performance by installing new access points and integrating devices into the corporate domain.