

ABDULLAH AL JULAIH

IT Specialist

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Profile

A results-oriented CIS student specializing in technical support for complex software and hardware systems. Proven ability to assist both business and consumer clients with SaaS platforms and POS technology. Seeking to leverage analytical skills to ensure customer satisfaction and system uptime in a challenging support position.

Professional Experience

- Technical support intern, LazyWait** 06/2025 – 08/2025
Dammam, Saudi Arabia
- Efficiently resolved over 100 support tickets for the LazyWait POS software across Windows, Android, and iOS platforms.
 - Conducted onsite visits to install systems, ensuring thermal printers and PCs were correctly set up.
 - Used AnyDesk for remote troubleshooting to address Windows technical issues effectively.
 - Installed and configured Windows operating systems on client PCs to enhance POS system performance.

Education

- Bachelor's degree in Computer Information Systems,** 08/2021 – Present
Imam Abdulrahman Bin Faisal University Dammam, Saudi Arabia

Languages

- Arabic
- English

Skills

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| Microsoft office suite — Expert | Software Troubleshooting — Expert |
| Hardware Troubleshooting — Expert | Netowrking — Proficient |
| Communication — Expert | Teamwork — Expert |
| Critical Thinking — Expert | |