

Mishary Alghamdi


Operation Inspector

Operation Inspector with a strong technical background and expertise in monitoring and evaluating operational processes. Adept at ensuring compliance with organizational standards, troubleshooting system issues, and optimizing workflows to enhance efficiency. Proven ability to analyze performance data, extract statistical insights, and collaborate with cross-functional teams to resolve technical and operational challenges. I am skilled in IT support, remote system monitoring, and performance optimization. Passionate about improving operational efficiency, maintaining high-quality standards, and driving continuous improvement in fast-paced environments.

 mishary.fgh@gmail.com

 +966566294079

 Jeddah

 Mishary-Alghamdi

EXPERIENCE

Operation Inspector

Saudi Technology and Security Comprehensive Control - Tahakom

01/2025 - present

Jeddah, Saudi Arabia

Tasks/Achievements

- Monitor system connectivity continuously.
- Ensure workflow compliance with standardized procedures and policies.
- Inspect and verify that all registered systems on monitoring servers are operating properly.
- Identify issues related to site operations.
- Troubleshoot and resolve technical issues that can be fixed remotely.
- Prepare and submit daily reports to the remote monitoring team leader and higher management as instructed.
- Attend and implement training courses assigned by the line manager.
- Extract statistical and relevant data from all systems remotely.
- Verify the proper operational status of any system after completing internal or external service.

IT Service Desk – Tamheer

Saudi Ground Services - SGS

10/2024 – 12/2024

Jeddah, Saudi Arabia

Tasks/Achievements

- Provided comprehensive troubleshooting and repair services for computers, printers, and office equipment, Resolved IT issues for 90% of employees within the first contact, ensuring minimal downtime.
 - Managed employee accounts via Active Directory and Microsoft Admin Center, streamlining access control.
 - Performed network troubleshooting and delivered remote support, enhancing connectivity for on-site and off-site employees.
 - Installed, configured, and maintained Cisco IP phone systems, improving communication infrastructure.
 - Registered and managed fingerprint access via the TBS system, ensuring secure access control.
 - Created and updated employee email accounts, managed group memberships, and resolved email lockout issues, reducing downtime.
 - Opened and followed up on service tickets, ensuring timely resolution of requests and incidents.
 - Assisted employees through the call center and handled inquiries via Microsoft Outlook, improving response efficiency.
 - Collaborated with different departments to provide technical support and implemented rapid data recovery processes, minimizing operational disruptions.
 - Managed company devices, including procurement and inventory tracking, ensuring accurate record-keeping in the warehouse.
- Maintained Xerox printers at the headquarters and Jeddah Airport, ensuring optimal functionality without interruptions.

Technical Support - Internship

Al-Aziziya Children's Hospital

07/2023 – 08/2023

Jeddah, Saudi Arabia

Tasks/Achievements

- Installed and configured Windows 10, Office 2019, and Kaspersky Antivirus, improving system security and productivity for over 50 hospital staff.
- Replaced Ethernet cables and upgraded RAM and hard drives, enhancing system performance by 70% and reducing downtime.
- Linked 100+ computers to the hospital's private domain and created custom Ethernet cables, ensuring seamless network integration.
- Utilized NetSupport for remote support, resolving 95% of technical issues within the first contact, resulting in increased staff satisfaction.
- Provided technical support for 150+ staff members through a dedicated support account, reducing issue resolution time by 40%.
- optimized file storage by deleting temporary files, increasing computer speed by 10%.

EDUCATION

Diploma of Applied Computing & Network Technology

King Abdulaziz University of Applied College

08/2022 – 06/2024

Second Honor (Major GPA of 4.41/5)

SOFT SKILLS

- Effective Communication
- Teamwork
- Problem-Solving
- Time Management
- Adaptability and Flexibility
- Attention to Detail

HARD SKILLS

- Network Design & Management
- Operating Systems (Windows, Linux)
- Programming Skills (Python)
- Web Development (HTML, CSS)
- Troubleshooting Pc's
- Microsoft Office

GRADUATION PROJECT

Tadawul Project

- A project was undertaken with the objective of furnishing traders in the Saudi market with reliable and up-to-date information. The following tasks were accomplished:
- Utilized Python to collect and store company data from the [saudiexchange.sa](https://www.saudiexchange.sa) website into CSV files, automating the data collection process and reducing manual work.
 - Exported data to Excel and generated over 230 detailed financial charts using the mplfinance library, aiding in investment decision-making.
 - Developed a Telegram bot with Google Apps Script to provide users with real-time information and charts, increasing user engagement.
 - Created an interactive website using HTML, CSS, and JavaScript to display financial charts.

- You can explore the project website: [[Click Here](#)]

CERTIFICATE & COURSES

PCAP Programming Essentials in Python

Cisco, 03/2023

NDG Linux Essentials

Cisco, 05/2023

Introduction to Networks

Cisco, 05/2023

Switching, Routing, and Wireless Essentials

Cisco, 11/2023

Enterprise Networking, Security, and Automation

Cisco, 05/2024

Microsoft Office

Doroob, 09/2023

Cyber Security

Doroob, 10/2023

Introduction in the Information Technology

Doroob, 10/2023

Web Applications Development

Doroob, 11/2023

Cloud Computing

Doroob, 04/2024