

# NAWFAL ALQAHTANI

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## Career Objective

IT Help-Desk Lead with 3 years of experience in IT support. I am looking to use my ability in Cisco Meraki, Azure compliance, and IT asset management to streamline IT operations and enhance productivity. Looking to contribute to innovative projects and lead teams toward business continuity and technology enhancement.

## Skills

Software/Hardware installation | IT Asset Management (ITAM) | Problem Solving | Troubleshooting | Development | Time Management | Communication | Adaptability | Team Leadership | Attention to Detail

## Work Experience

**United Motors Company**, Riyadh  
*IT Help-Desk Lead | 06/2023 – Present*

- Efficiently troubleshooting and resolving network incidents, resulting in improved productivity and business continuity via Cisco Meraki Cloud Platform.
- Guided employees and the support team, resulting in streamlined collaboration, improved field issue resolution, and enhanced overall support effectiveness by 20%.
- ITAM - Ensure that IT assets are accounted for, deployed, supported, upgraded, and disposed of appropriately.
- Overseeing and keeping 530+Cisco IP Phones, tracking end-user profiles in CUCM (Cisco Unified Communications Manager), resulting in improved communication reliability and efficiency.
- Led the Uni-flow project, achieving more efficient printing control and reducing employee account management issues by 25%.

*IT Application Support Specialist | 01/2022 – 05/2023*

- Resolved 95% of support tickets within the SLA by analyzing and troubleshooting user issues.
- Azure compliance checks and streamlined enrollment for over 300 devices.
- Managed setup changes, Configuration, and Preparation of Workstations for smooth (On and Off boarding).
- Managed the successful implementation of new sites, optimizing network infrastructure and enhancing service delivery for end users.

**DOSOR AL ARABIA CO. LTD.**, Abha  
*Office Manager | 03/2019 – 06/2019*

- Managed team efficiency through delegation, output monitoring, and positive reinforcement. Acted as government affairs representative to foster relationships and handle related matters for business continuity.

## Education

B.A. Computer Science, High Point University, North Carolina, United States

## Languages

Arabic (Native)  
English (Professional)