

NAWFAL ALQAHTANI

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Summary

My commitment to continuous growth drives me to constantly acquire new skills, step out of my comfort zone, and provide fresh opportunities for learning and challenges. My unwavering dedication and adaptability position me for ongoing success. In my role overseeing the delivery and performance of IT services and operations across multiple sites and platforms — azure compliance, device enrollments, IP phone maintenance, and Data Center monitoring.

Skills

Software/Hardware installation | Problem Solving | Troubleshooting | Development | Time Management | Communication | Adaptability | Project Management | Attention to Detail

Experience

United Motors Company, Riyadh
IT Help-Desk Lead, 06/2023-present

- Manage the delivery of new sites (passive and active network work) and all related services.
- Ensure azure compliance and all devices' enrollments.
- Offers guidance and support to clients, and technicians.
- Help service technicians with field problems, cooperating with installation department.
- Uni-flow project lead, Cisco IP Phone maintains and Directory + profile tracking.

United Motors Company, Riyadh
IT APPLICATION SUPPORT SPECIALIST, 01/2022-present

- Analyze support tickets and communicate with users for issue resolution.
- Perform setup changes as requested by the system's users.
- Assess new technology strategies and needs on a limited basis.

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, Graduation Year (01/2014-12/2018), High Point University, North Carolina, United States

Languages

Arabic (Native)
English (Professional)