

OMAR SALEM ALHASHIMI

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PROFESSIONAL SUMMARY

CCNA-certified Network Support Engineer and IT Support Specialist with nearly 3 years of experience in network troubleshooting, IT infrastructure support, system administration, and end-user technical support. Experienced in managing IT infrastructure for 16 branches and supporting 50+ remote delegates. Skilled in LAN/WAN environments, TCP/IP, VLANs, Routing & Switching, VMware virtualization, Wireshark, and Python for IT Automation. Seeking a Network Engineer role to leverage technical expertise and infrastructure support experience.

TECHNICAL SKILLS

- Networking: TCP/IP, VLAN, DNS, DHCP, VPN, Routing & Switching
- Network Monitoring & Troubleshooting: Wireshark, Connectivity Analysis
- Systems & Infrastructure: Windows Support, Hardware & Software Support
- Virtualization: VMware Workstation
- Programming & Automation: Python for IT Automation
- Support Tools: Ticketing Systems, Remote Support

PROFESSIONAL EXPERIENCE

IT Support Specialist – ISMAIL JAMAAN ALHAMRANI TRADING CO

Nov 2023 – Present

- Managed IT infrastructure for 16 branches and supported 50+ remote delegates.
- Maintained network devices, computer systems, and enterprise IT infrastructure.
- Resolved hardware, software, printer, and network-related issues for end-users.
- Monitored network performance and minimized downtime to improve operational stability.
- Documented technical procedures, troubleshooting steps, and system configurations.

IT Helpdesk – Al-Omgry

Jul 2022 – Nov 2022

- Configured and maintained LAN environments for stable and secure operations.
- Provided technical support and troubleshooting for systems and network connectivity.
- Supported daily IT operations and assisted users with technical incidents.

EDUCATION

Bachelor of Science in Information Technology – Network Security Track
University of the Cordilleras, Philippines | 2018 – 2022

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Google Cybersecurity Professional Certificate
- Google IT Support Professional Certificate

LANGUAGES

Arabic (Native)
English (Professional Working Proficiency)