



# Waleed Edrissi

IT Coordinator

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Riyadh, Saudi Arabia  
<https://thewaleed.me/>



## COURSES



\*more details on LinkedIn

## SKILLS

- Linux
- Python
- Hardware
- Project management
- Git
- MySQL
- Docker
- Data analysis
- Design

## EDUCATION

Riyadh College of Technology,  
Computer Department  
Riyadh, Saudi Arabia  
2016 – 2018 GPA of 3.51/5

## LANGUAGES

Arabic: Native  
English: Fluent

## PROFILE

**Moroccan professional IT Coordinator with over 5 years experience in maintaining systems and networks. Skilled in performing both administrative and technical tasks to ensure efficiency and functionality. Known for a problem-solving attitude, great attention to detail, and outstanding communication skills.**

## EXPERIENCE

### help desk specialist

Sado development - **Dec/2021 – May/2022**

- Provided comprehensive troubleshooting for systems and hardware.
- Delivered effective technical solutions to support organizational needs.

Manar Care - **June/2020 - Aug/2021**

- Installed and configured network infrastructure.
- Managed databases and provided technical support.
- Support the organization by troubleshooting systems and hardware, and providing the right solutions

Amazon - **May/2017 – May/2020**

- Installed and configured programs and hardware.
- Troubleshot systems and performed data restoration.
- Monitored network performance to ensure reliability.

### CUSTOMER SERVICE ADVISOR

Souq.com - **Dec/2015 – May/2017**

- Served as the primary point of contact for customers through calls, social media, and email.
- Provided professional advice and support to customers, ensuring high satisfaction levels.