

# Wasam Al Rashdi

IT Support Specialist

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## Profile

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Electrical and Computer Engineering graduate with a focus on **Computer Systems and Networks**. I am currently working as an **IT Support Specialist**, providing technical support for hardware, software, networking, and user accounts. I have hands-on experience with **Linux, Microsoft environments, Google Applications, networking, and cybersecurity**. I enjoy solving real-world problems and building secure, reliable systems. I'm passionate about learning, improving, and contributing to modern IT teams with practical skills, consistency, and a strong technical foundation.

## Education

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**Sultan Qaboos University**

Seeb, Oman

**Bachelor of Computer Science and Network Engineering**

- **Dean's List:** Fall 2023 - Spring 2024

## Projects

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**Design of an Online recruitment System for SQU (FYP)**

9/2023 – 5/2024

- Created a website to filter the candidates for a certain job.
- The website takes the input from the form and filters it using AI.

## Society Activities

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**Al Njoom Sport Team**

Wadi Bani Khalid, Oman

**Active member**

2014 - present

- Transfer the team from paper transactions to digital transactions.
- Create a database for the whole team, starting from the founder to the youngest person.
- Transfer the football match streams from Instagram Lives to a professional stream on YouTube.

# Experience

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## Omantel HQ

Bushar, Oman

### Summer Trainee

6/2024 – 7/2024

- Trained in the maintenance department.
- Learned the fundamentals of telecommunication.

## Occidental Oman (Oxy)

Mukhaizna, Oman

### IT Support Specialist (Contract through Pro Lens)

7/2025 – Present

- Installed and reinstalled Oxy OS images across multiple computer systems.
- Provided hands-on technical support for mobile devices, printers, projectors, and screen mirroring equipment.
- Delivered first-line support via call center and in-person, ensuring high-quality customer service.
- Handled a wide range of account-related issues, including locked accounts, password resets, blocked content, and user access problems.
- Resolved day-to-day IT issues involving Microsoft Office, Windows, and other desktop applications.
- Managed users, devices, and groups using Active Directory and Microsoft Azure.
- Processed and tracked hardware and software orders for various departments.
- Provided IT awareness and best practice training sessions to interns, trainees, and non-technical staff.
- Utilized ticketing systems to log, manage, and resolve support requests efficiently.

# Skills

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- **Technical Skills:** Microsoft Office Package, Programming (Python, HTML, CSS, Bash, C++), Linux, WordPress, Video Streaming, Troubleshooting, problem-solving, Google Workspace, Docker, Virtual Machines.
- **Personal Skills:** Teamwork, Fast Learner, Time Management, Strong Work ethic.

# Certificates

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- **CCNA v7.00:** Introduction to Network
- **CCNA v7.02:** Switching, Routing, and Wireless Essentials.
- Introduction to Cybersecurity
- Web Fundamentals
- Junior Penetration Tester