

Ammar Alrefaee

IT Specialist

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Career Objective

IT Infrastructure Specialist with 4 years of experience managing complex systems and supporting over 500 users. I believe technology should empower business operations rather than hinder them; therefore, I focus on building stable and secure environments while aspiring to contribute to major digital transformation projects.

Work Experience

IT Specialist – Infrastructure Jan 2025 – Present

Algihaz Holding Company, Jeddah, Saudi Arabia

- Consult and collaborate with the systems administrator on systems and application issues.
- Train and demonstrate system startup/ shutdown steps, login procedures, system functions to users.
- Updating and repairing existing systems to meet the changing needs of the organization.
- Maintain up-to-date knowledge of resolution practices, IT policies, client-side application setup, network troubleshooting, and infrastructure details.
- Install, configure, and maintain new computer equipment, PCs, Laptops, Printers, Scanners, and mobile computing devices.
- Support 500 domain users.
- Support server administration.

IT Specialist - Infrastructure Nov 2021 – Dec 2024

Redington Saudi Arabia Distribution Company, Riyadh, Saudi Arabia

- Planning, designing, installing and supporting the entire system over a specific component.
- Testing, configuring and troubleshooting hardware, software and networking.
- Updating and repairing existing systems to meet the changing needs of the organization.
- Business requirements gathering to provide better solutions.
- Environmental troubleshooting & resolving.

- Full-service delivery.
- Third party business operation delivery services.
- Monitoring and applying IT infrastructure over new technologies.
- Managing Purchase Order and Budgeting & Assets Management.

Education

B.S., Information System 2017 – 2021

University of Jeddah, Jeddah, Saudi Arabia

Certifications

- Information Technology Infrastructure Library PeopleCert (ITIL V4) – Nov 2024
- Network Security Professional Fortinet (NSE 4) – Nov 2021
- Network Security Associate Fortinet (NSE 1 TO 3) – Nov 2021
- Registered at Saudi Council of Engineers – Oct 2021
- Standardized Test for English Proficiency, Qiyas, Score 83/100 (STEP) – Mar 2021
- CCNA Cisco – May 2019

Projects

- Neom full farm service delivery and implementation.
- SEC infrastructure hardware delivery and implementation.
- Arafat infrastructure hardware delivery and distribution.

Technical & Personal Skills

- Technical Skills: Azure, Active Directory, iOS & macOS, Zoho, ManageEngine, BioTime.
- Programming Skills: Artificial Intelligence, Internet of Things.
- Soft Skills: Office Quality Assurance, critical thinking, delivery performance.
- Interests: External project (iOS application website).
- Language: Arabic, English