

## Contact

+966556629660 (Home)  
amer\_aweida@hotmail.com

[www.linkedin.com/in/amer-aweida-916134102](http://www.linkedin.com/in/amer-aweida-916134102) (LinkedIn)  
[www.bayt.com/en/cv/](http://www.bayt.com/en/cv/) (Personal)

## Top Skills

Travel Arrangements  
Executive Administrative Assistance  
Document Management Systems (DMS)

## Languages

English (Professional Working)  
Arabic (Native or Bilingual)

## Certifications

Diploma In Network Engineering

## Honors-Awards

Academic excellence

## Publications

Photographer

# Amer Aweida

Office Manager At Asas And Qawaeid Cont Co  
Al Khobar, Eastern, Saudi Arabia

## Summary

Looking for the challenging job opportunity as office manager in organizational environment where permit me to make use of my knowledge and to develop my professional experience .

## Experience

Asas And Qawaeid Cont Co  
Office Manager  
January 2018 - Present (5 years 11 months)  
Khobar

Point person for maintenance, mailing, shipping, supplies, equipment, bills and errands.

Organize and schedule meetings and appointments.

Partner with HR to maintain office policies as necessary.

Organize office operations and procedures.

Coordinate with IT department on all office equipment.

Manage relationships with vendors, service providers and landlord, ensuring that all items are invoiced and paid on time.

Provide general support to visitors.

Work on government systems (Saber - Gosi - Labor Office - Civil Defense - Absher-Taqat-Maqem ) etc.

Communicating with suppliers, importing the goods, and completing necessary procedures for goods to arrive on time.

Responsible for creating PowerPoint slides and making presentations.

Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff.

Organize orientation and training of new staff members.

Establish and monitor procedures for record keeping.

Design and implement office policies and procedures.

Analyze and monitor internal processes.

Prepare operational reports and schedules to ensure efficiency.

Coordinate schedules, appointments and bookings.

Handle customer inquiries and complaints.

## Foundation & The Rules

### IT Team Leader

January 2015 - Present (8 years 11 months)

Khobar

- Delegate duties and tasks within the IT department.
- Review completed tasks to ascertain compliance with standards.
- Monitor all team members and provide necessary advice and guidance.
- Perform periodic risk assessments and initiate risk control strategies.
- Coach all team members and motivate them to produce desired results.
- Organize regular seminars and trainings to teach team members new techniques and methods.
- Keep up with trends in the constantly evolving information technology industry.
- Perform regular IT audit to discover areas of weaknesses and fortify them.
- Work alongside other departments to achieve company goals and visions.
- Write and forward regular reports to the management.
- Provide solution to any complex IT related challenges in the organization.
- Perform regular appraisal of team member's performance and devise strategies to help with improvement.
- Demonstrated leadership and personnel/project management skills.
- Deep technical knowledge of Microsoft technologies (Exchange, AD, Windows Server, SQL Server).
- Experience with network design and optimization.
- Experience with VMWare.
- Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
- Ability to present ideas in a user-friendly language.
- Excellent communication skills both written and verbal.
- Supports team manager and performs management duties when manager is absent or out of office.
- Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary.
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks.
- Assists management with hiring processes and new team member training.
- Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance.
- Communicates deadlines and sales goals to team members.

## Taibah University

### Trainer

June 2014 - December 2014 (7 months)

Al-Medina

Trainer Training Institutes for :

- Comp TIA A+
- Comp TIA Network+
- Microsoft (MCSE, MCITP)

Job responsibilities:

- Provide Course Information.
- Instructors are responsible for providing accurate and timely information about their courses to the students.
- Provide Students with Access to /and Feedback on Their Work.
- Secure Handling of Examinations.
- Observe Scheduled Class Times.
- Maintain an Appropriate Learning Environment.
- Maintain the Classroom Environment.

## Coordination & Creation Group

### IT Supervisor

September 2013 - May 2014 (9 months)

Khobar

- Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
- Design and deploy County LANs, WANs, and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware.
- Oversee new and existing equipment, hardware, and software upgrades.
- Design, implement, and maintain VOIP phone system to include phone servers, phones, and faxes .
- Design, implement, and maintain Audio/Video systems Operational Management
- Configure networks to ensure their smooth and reliable operation for fulfilling County objectives and processes.
- Configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN,).
- Monitor network performance and troubleshoot problem areas as needed.
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.

- Ensure network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances.
- Manage servers, including database, e-mail, printers, and backup servers and their associated operating systems and software.
- Monitor and test network performance and provide network performance statistics and reports.
- Participate in managing all network security solutions.
- Perform server and security audits, and system backups and recovery.

#### Position Requirements Knowledge & Experience

- Proven experience and success with LAN, WAN, WLAN, and WWAN design and implementation.
- Proven experience with VOIP phone systems.
- Excellent hardware troubleshooting experience.
- Good understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into networking issues and products as required.
- Strong customer service orientation.

### Logistics Technology Service

#### Support Engineering

September 2011 - August 2013 (2 years)

Riyadh

#### Job responsibilities:

- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Replacing parts as required.
- Providing support, including procedural documentation and relevant reports.
- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications.
- Setting up new users' accounts and profiles and dealing with password issues.
- Responding within agreed time limits to call-outs.

- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with customers and other professionals, such as software developers.
- Testing and evaluating new technology.
- Conducting electrical safety checks on computer equipment.
- Meeting Clients and solving problems.
- Programming Tracking Devices.
- Find solutions to the site with a team tracking the company is in India to give the client's high potential in use.
- Training customers how to use the Tracking System.
- Examination system and follow-up with the Indian team to upgrade the system.
- Checking and follow-up with the customer in the system.
- Search and look at the problems and find appropriate solutions to the system.

---

## Education

### AI Quds College

Network & System Engineering, MCSE · (2009 - 2010)

### AIQuds Collage

5, Network Engineering · (2009 - 2010)