Ammar Mohammed Aljohani

IT Support Specialist

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Summary

IT Support Specialist with a Diploma in Programming from TVTC and hands-on training at Marafiq. Experienced in PC maintenance, troubleshooting, and help desk operations. Built a complete IT Service Desk Dashboard (C#, WPF, SQL Server) as a personal project to understand enterprise ticketing systems. Combines technical support skills with development knowledge.

WORK EXPERIENCE

Trainee Technician, *Marafiq* 06/2025 – 08/2025
Yanbu

- Assisted senior technicians in troubleshooting hardware and software issues for internal users
- Participated in preventive maintenance on company devices and workstations
- Collaborated with the IT team on daily operations and system updates
- Shadowed experienced engineers to learn corporate IT support workflows

EDUCATION

Diploma in Programming, *TVTC* 08/2025

- GPA 3.59

SKILLS

- IT Support
- PC Maintenance
- Advanced Excel
- Troubleshooting
- Microsoft Office
- Technical Support

LANGUAGES

Arabic
Native

English
Professional Working Proficiency

PROJECT

- **IT Service Desk Dashboard:** Ticketing system using C#, WPF, SQL Server with ticket management, device inventory, and role-based access
- **FND App:** Tourist guide mobile app using Flutter and Firebase with user accounts, store profiles, chat, and maps

CERTIFICATIONS

- Advanced Excel | Edraak | May 2026
- Web Application Development | Doroob | December 2024
- Predictive Analytics | Doroob | April 2025
- Customer Service Skills | Atwar | July 2024
- Cybersecurity | Doroob | December 2024
- IT Customer Support Basics – Cisco