

# Ismail Yahya

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## IT SUPPORT & HELP DESK

IT professional adept at enhancing efficiency, consistently delivering successful outcomes, and thriving in collaborative, cross-functional environments

## KEY COMPETENCIES

Network management	Report writing and presenting	Strong interpersonal skills
Data-driven strategic planning	Critical thinking skills	Proactive and self-motivated
Computer maintenance	Excellent communication skills	Exceptional organisational skills

## PROFESSIONAL EXPERIENCE

**Arsann** Apr 2024 - Present  
**Supervisor**

supervisor for valet parking and paid parking facilities, I manage daily operations meticulously, focusing on enhancing customer experience. Additionally, I oversee daily account closures and financial reporting, requiring effective leadership and communication skills, along with a strong knowledge of time management and accounting.

**Arsann** May 2018 - Apr 2024  
**Customer Service Valet**

Five years of experience in customer service for valet parking services, specializing in welcoming customers, directing them to available parking spaces, resolving issues, and improving daily operations to ensure exceptional customer experiences and compliance with local policies.

**Est of Mutawifs for pilgrims for Africa** Apr 2017 - Aug 2017  
**Data entry Enter**

The data of the pilgrims and make sure that the data and addresses for the group are complete before directing them to the residence.

## EDUCATION & CERTIFICATIONS

- Bachelor of Computer Science**  
Majors: Computer Science  
University of the people
- Google IT Support Professional Certificate**  
Coursera
- Introduction to Cybersecurity Course**  
Cisco

## EXTRACURRICULAR ACTIVITIES

- Member of University of the people Arabic Union**  
University of the people
- Community Volunteer**  
Macca