Abdualrhman Al-Ghamdi

FIELD SUPPORT SPECIALIST | TECHNICAL SPECIALIST

Riyadh, Saudi Arabia | linkedin.com/in/abdualrhman-al-ghamdi/

PROFESSIONAL SUMMARY

Field Support Specialist with a programming background and experience in Windows deployment, enterprise IT infrastructure, endpoint configuration, technical troubleshooting and automation. I approach technical change through practical problem-solving, controlled validation and clear documentation.

PROFESSIONAL EXPERIENCE

Field Support Specialist | Confidential Government | Apr 2025 – Present

• Execute and support multi-site system upgrades with attention to compatibility, reliability and operational continuity.

• Develop and customize standardized Windows images; prepare deployments, integrate drivers and validate configurations.

• Implement centralized printing infrastructure, including server configuration, deployment, access permissions and client connectivity.

• Manage Windows environments, endpoint policies, security settings, software deployment and complex technical troubleshooting.

Technical Support Assistant | Tamkeen Technologies | Jul 2023 – Apr 2025

• Support Windows endpoints, encryption, SCCM-related device management and coordination of urgent security updates.

• Troubleshoot computer hardware, peripherals, printers and network connectivity.

Technical Support Trainee | Tamkeen Technologies | Jan 2023 – Jun 2023

• Developed hands-on technical support skills across computers and facility IT equipment.

Service Desk | ccc by stc | Nov 2022 – Jan 2023

• Supported telecommunications customers, account operations, connectivity and service requests using CRM and support systems.

TECHNICAL CAPABILITIES

Windows deployment and ADK; DISM / WIM servicing; PowerShell; endpoint policies; SCCM-related support; enterprise printing; hardware and network diagnostics; VMware; C#, ASP.NET, SQL, JavaScript and Android development.

EDUCATION & CERTIFICATIONS

Institute of Public Administration, Saudi Arabia — Information Technology (Jan 2019 – Jun 2022).

Unity Certified Associate: Game Developer; Android App Development (as listed on LinkedIn).

LANGUAGES

Arabic — Native or bilingual | English — Professional working proficiency