Mansoor Anes Mahyoub Al-kahtani

IT Support Specialist

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Professional Summary

IT Support Specialist with one year of experience and CCNA-certified and B.Sc. in Information Technology with Excellent honors (94.75%). Currently operating and managing POS and accounting systems at Madghout Bladi Restaurant, maintaining and programming the CCTV system, and providing technical support for on-site equipment. Completed 70 hours of hands-on training at TGI Institute covering network design, network administration, and Windows Server administration. Hands-on experience supporting network infrastructure and configuring Cisco devices and routing protocols (OSPF, EIGRP). Taught networking and databases to 50+ students at two universities. Seeking an IT Support role to help keep systems running reliably and improve infrastructure efficiency.

Technical Skills

- **Systems & Network Administration:** Windows Server, Active Directory, TCP/IP, DNS, DHCP, VLAN, OSPF, EIGRP
- **Technical Support:** Help Desk, Troubleshooting, Fault Diagnosis
- **Databases:** MySQL, Oracle, SQLite3, phpMyAdmin
- **Systems & Equipment:** Point-of-Sale (POS) Systems, CCTV Surveillance (IP/Analog), PBX Systems
- **Tools:** Remote Desktop, VMware, Microsoft Office

Soft Skills

Problem-Solving & Fault Analysis, Effective Communication, Working Under Pressure, Time & Priority Management, Fast Learning, Teamwork, Attention to Detail, Analytical Thinking, Accountability, Independence, and Continuous Self-Development.

Professional Experience

IT Support Specialist | Madghout Bladi Restaurant | Madinah | 2026 – Present
Manage and operate Point-of-Sale (POS) systems and accounting, provide technical support for equipment and systems, maintain and program the CCTV surveillance system, and resolve issues to ensure operational continuity.

Network & Technical Support Trainee | ITC Institute | August 2024 – September 2024
Supported network infrastructure, configured Cisco devices and applied routing protocols, and diagnosed and resolved connectivity and network issues.

IT Lecturer | Two Universities | 2026
Taught networking and database fundamentals & management courses to over 50 students, delivering theoretical content and practical applications while simplifying technical concepts.

Deputy Team Lead, Technology Initiative (Jumou) | Volunteer | Al-Hikma University — Taiz, Yemen
Contributed to leading and organizing the technical team, coordinated technical events and activities within the university and in collaboration with other universities, and supported the execution of technical initiatives.

Projects

Personal Portfolio Website — HTML, CSS, JavaScript mansooranes.netlify.app
Showcases skills projects and certificates with a responsive design contact form LinkedIn/GitHub integration and a downloadable PDF.

Education

Bachelor of Information Technology 2025 Al-Hikma University – Taiz, Yemen | GPA: 94.75/100 (Excellent)

Certifications & Courses

IBM: Introduction to Technical Support (Coursera)
- CCNA – (ITC Institute)
- PBX Systems & Administration (ITC Institute)
- Hardware Maintenance A+ (Al-Hikma University)
- Onyx Pro ERP Accounting System (YemenSoft)
- Project Management (Pioneers Institute)
- Windows Server Management & Security (Coursera)
- Networks & Server Admin –practical 70hrs (TGI Institute)
- CCTV Systems (ITC Institute)
- Hardware Maintenance (Vision Academy)
- Integrated Accounting System (Pioneers Institute)
- ICDL (UST University)

Languages

Arabic: Native | English: Level 7 – Intermediate (Access Institute)

References

Available upon request.