

Ahmed Al Hashlan

Dammam, Saudi Arabia • (966)507124018 • admk889@Gmail.com • linkedin.com/in/ahmed-al-hashlan-650958220

Summary

Application Developer & IT Technical Support Specialist with hands-on experience in developing and maintaining web and mobile applications, alongside providing end-user support and troubleshooting technical issues. Skilled in bridging the gap between users and development teams by translating user needs into technical solutions. Experienced in system support, application performance monitoring, and continuous improvement. Passionate about IT operations, cybersecurity, and delivering efficient, user-focused solutions.

Education

Bachelor's in Information Systems, 08/2018 - 03/2023

Najran University, Najran

Professional Memberships

Saudi Council of Engineers (SCE)

- Membership Title: Information Systems Specialist
 - Membership Number: 1204554
 - Status: **Active**
-

Experience

Application Developer | IT Support, 04/2026 – Present.

Event Afaaq Est. , Dammam

- Handled user-reported issues related to web and mobile applications through calls and support channels
- Diagnosed and resolved technical issues, improving system usability and user experience
- Collaborated with the development team to identify and fix software bugs
- Monitored application performance and reported recurring issues for continuous improvement
- Provided technical support and guidance to end-users to ensure efficient system operation
- Developed and enhanced web and mobile applications based on business requirements and user feedback
- Contributed to application maintenance and performed updates to improve performance and stability

IT Systems Engineer, 01/2026 – 03/2026.

Saudi Friends Engineering & Construction Company, Dammam

- Managing and maintaining IT systems, networks, and hardware across company offices and project sites.
- Providing technical support to users and troubleshooting hardware, software, and network issues.
- Installing, configuring, and maintaining computers, printers, and related IT equipment.
- Ensuring system stability, availability, and smooth day-to-day IT operations.
- Managing user accounts, access permissions, and implementing basic information security measures.
- Coordinating with vendors and service providers for IT-related equipment and services.
- Performing data backups, system updates, and ensuring compliance with company IT policies.

Operations Customer Expert I, 10/2025 – 01/2026

Majorel Saudi Company – D360 Bank project, Riyadh.

- Managed customer inquiries for D360 Bank through inbound calls with high efficiency.
- Provided customer service and operational support in compliance with banking policies and procedures.
- Resolved customer issues related to accounts and banking services while ensuring service quality.
- Maintained accurate records of customer interactions and achieved required KPIs and service standards.

Programmer Analyst, 09/2024 – 09/2025

Archidon Saudi Contracting Company, Jubail

- Solving technical problems in Windows systems and printers.
- Preparing for the cybersecurity certification licensed by Aramco.

High School Teacher, 12/2023 - 01/2024

School of Distinguished Education, Abha

- Digital Technology, Artificial Intelligence, and Digital Citizenship.
- Prepared lesson plans and delivered engaging content.
- Assisted students in developing problem-solving skills.
- Provided guidance on digital literacy and responsible technology use

Internships

Support Technology, 04/2022 - 06/2022

Najran General Hospital, Najran

- Solved computer issues and worked in the hospital's IT department.
-

Skills

Technical Skills:

- Web Development (HTML, CSS, JavaScript)
- Application Development
- Technical Support & Help Desk
- Troubleshooting & Issue Resolution
- Bug Tracking & Reporting
- Database Management
- System Administration (Windows)
- Network Fundamentals
- Cybersecurity Basics

Tools & Technologies:

- Microsoft Office
- IT Support Tools
- Ticketing Systems

Core Competencies:

- Problem Solving
- User Support & Communication
- System Analysis
- Performance Monitoring
- Team Collaboration

Courses

- **Semi-intensive English certificate (Mar 2024 - May 2024), Institute of Public Administration.**
- **Cisco Certified Network Associate (May 2024 - 2027), Cisco ID No. CSC014629714.**
- **Cybersecurity Course (2020), Najran University.**
- **Cybersecurity Basics Course (2021), Najran University.**
- **Information Security Course (2021), Uvision Training.**

Languages

- **Arabic:** Native
- **English:** Proficient