

Abdullah Bader Alharbi

Makkah, Saudi Arabia | +966 563266068 | abdullah.b.alharbi@hotmail.com

SUMMARY

Technical Support Engineer with an ITIL® 4 Foundation certification and hands-on experience in IT Service Management, IT Operations, Technical Support, Digital Transformation, and Process Automation. Skilled in troubleshooting IT systems and applications, optimizing IT workflows, managing service delivery, implementing digital solutions, and creating Power BI dashboards. Experienced in requirements gathering and supporting IT projects to improve operational efficiency and business processes.

WORK EXPERIENCE

10/2025 - Present	Technical Support Engineer Makkah Hotel & Towers - Manage IT Service Desk requests, incidents, workflows, SLA rules, and escalations using ITIL practices. - Delivered technical support for business-critical IT systems and applications, troubleshooting incidents and ensuring service continuity across hotel operations. - Support digital transformation and change management by implementing digital solutions, gathering requirements, and supporting user adoption. - Improved IT operations by automating repetitive tasks and converting manual processes into digital workflows to save time and reduce workload. - Develop Power BI dashboards to monitor IT service performance, SLAs, and operational data. - Coordinate with departments, management, and vendors to support IT projects and system improvements.	Makkah, Saudi Arabia
03/2025 - 09/2025	Cybersecurity Risk Specialist (Tamheer Program) Makkah Hotel & Towers - Assisted with ISO 27001 and NCA implementation and documentation. - Helped improve internal security procedures and documentation. - Monitored system logs and email activity.	Makkah, Saudi Arabia
06/2024 - 08/2024	IT Intern King Fahad Armed Forces Hospital - Installed operating systems and supported IT asset inventory. - Helped convert paper-based forms into digital forms by gathering requirements and designing interfaces using Figma. - Created Power BI reports and supported database monitoring.	Jeddah, Saudi Arabia

EDUCATION

08/2020 - 11/2024	Bachelor in Computer Science Umm Al-Qura University GPA: 3.03	Makkah, Saudi Arabia
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PROJECT

11/2023 - 11/2024	No Bag Left Behind! (Graduation Project) Project Description: Developed a real-time AI detection system to enhance security in public places by identifying unattended luggage. Scientific Documentation: Accepted as an IEEE scientific paper and presented at ICAISC 2025.	
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SKILLS

ITIL Best Practices	Service Desk Optimization
Automation	Power BI & Dashboards
IT Service Desk Operations	UX/UI Design
Data Analysis	ISO 27001 Support
Team Coordination	

CERTIFICATES

ITIL® 4 Foundation PeopleCert	Exploratory Data Analysis IBM
SQL Intermediate SoloLearn	Data Analysis Bootcamp Google Developer Groups