

Ahmad Abdullah Qadir

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Education

University of Erbil Polytechnic: Department of Information System Engineering
Bachelor of Science, IS Engineering

Erbil, IQ
May 2019

Relevant Coursework

Networking & IT Infrastructure

- **IPv6 Forum** – IPv6 Network Engineering Certification (CNE6 Silver, 2025)
- **RIPE NCC IPv6 Certified**
- **EnGenius Certifications** (ECWP, ECSP, ECNP, ECNS – 2025)
- **Fortinet FortiGate Courses** (NSE1–NSE4, 2023)
- **MikroTik Certifications** (MTCRE, MTCWE, MTCTCE, MTCUME, MTCIPv6E – 2020-2021)
- **Ruijie Reyee Certifications** (RSE-SMB, RSE-SME, RCNA-WLAN, RCNA-R&S , EG Advanced Configuration)

Software & Systems

- **Linux Administration** (Fedora, MikroTik, Server Management)
- **Database Management** (MongoDB for network data storage)
- **API Integration** (RAD Server, MikroTik API)

Advertising & Design

- **Graphic Design** (Adobe InDesign, Illustrator, Photoshop)
- **UI/UX Design** (Application & Web Interface Design)

Technical Skill

- Network Engineering (Routing, Configuring, and Security)
- Network Automation Through APIs (MikroTik, Cisco, and Ubiquiti)
- Software Development (Node.JS)
- Mobile Software Development (Flutter)
- Advanced Computer Software Skills
- Clear communication and conflict resolution
- Leadership and team management
- Problem-solving and troubleshooting
- Time management and multitasking
- Customer service orientation
- Organizational and reporting skills
- Proficiency with software tools

Relevant Experience

Tarin Company

Erbil, IQ

Senior Network Supervisor

2025 - Present

1. **Monitoring Customer Queries:** Ensuring that all customer issues, whether technical or service-related, are followed up and resolved within a timely manner.
2. **Coordinating Teams:** Collaborating with different departments, such as customer service, technical support, and field engineers, to ensure seamless follow-up and resolution of issues.
3. **Tracking Performance:** Monitoring the efficiency of the team in addressing customer concerns and implementing improvements.
4. **Reporting:** Generating reports on follow-up actions, tracking key performance indicators (KPIs), and ensuring compliance with service level agreements (SLAs).
5. **Escalation Handling:** Managing escalated issues and ensuring that they are resolved satisfactorily.
6. **Technical Correspondence Handling:** Manage and follow up on incoming and outgoing technical-related letters, ensuring proper documentation, response, and resolution tracking.

Director of Development and Follow-up

2023– 2025

1. Network Management for Enterprise Customers.
2. I train my team in new technologies and processes.
3. Troubleshooting and Resolution of the Network.
4. Core Network Design and Datagram.
5. Deep inspection and Packet Monitoring.
6. Troubleshooting Network Failures of Main Nodes.
7. Network Monitoring with AI Applications.
8. Creating Platforms for safer management.
9. Handle both the non-technical and technical requirements for the customer.

NOC Department Engineer

2019 – 2022

1. I lead my team and coordinate day-to-day operations.
2. I wrote a web application that made day-to-day operations of myself and my colleagues much easier and safer and management was very impressed with. Some of the functions include: Backing up servers, fixing most popular router problems with one click, and ticketing section for my colleagues.
3. Wrote a cross-platform mobile application for TarinNet users to renew their own internet subscriptions.
4. I train my team in new technologies and processes.
5. Troubleshooting and Resolution of the Network.
6. Handle both the non-technical and technical requirements for the customer.
7. Documentation and Reporting of Network Issues.
8. Server Deployment and Server Management

Havalan Technology

Erbil, IQ

IT Technician

2016 - 2018

- Performed computer and mobile formatting, ensuring devices were properly set up for users.

- Diagnosed and repaired computer hardware issues, including troubleshooting components and replacing faulty parts.
- Handled stationery tasks, including document printing, scanning, and managing office supplies.
- Provided technical support to users, resolving software and hardware-related problems efficiently.

Iamar Al-Iraq Magazine

Erbil, IQ

Advertising Designer

2016 – 2017

- Designed advertisements, brochures, and marketing materials using **Adobe InDesign, Illustrator, and Photoshop**.
- Created visually appealing layouts for print and digital media.
- Edited images and enhanced graphics to meet client or business branding requirements.
- Developed creative concepts and ensured brand consistency across different platforms.

Languages

Kurdish: Native language

Arabic: Intermediate

English: Upper intermediate

Internship

Dwrandaz Company

Erbil, IQ

Software Development

2019 (3 Months)

Department of Foreign Relation – Kurdistan Regional Government

Erbil, IQ

Advertising Designer

2018 (3 Months)

Certifications

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| • Ruijie Reyee Instructor (TTT) | RSE-TTT | 2025 |
| • RSE Reyee | RSE-SME | 2025 |
| • RSE Reyee | RSE-SMB | 2025 |
| • Ruijie Certified Network Associate - Wireless | RCNA-WLAN | 2025 |
| • Ruijie Certified Network Associate - Routing & Switching | RCNA-R&S | 2025 |
| • MikroTik Certified Wireless Engineer | MTCWE | 2025 |
| • MikroTik Certified IPv6 Engineer | MTCIPv6E | 2025 |
| • IPv6 Fundamentals - Analyst | RIPE NCC IPv6 | 2025 |
| • IPv6 Forum– IPv6 Network Engineering Certification | CNE6 Silver | 2025 |
| • Hurricane Electric– Hurricane Electric IPv6 Certification | HE IPv6 Professional | 2025 |
| • MikroTik Certified Traffic Control Engineer | MTCTCE | 2025 |
| • MikroTik Certified User Management Engineer | MTCUME | 2025 |
| • EnGenius Certified Wireless Professional | ECWP | |
| 2025 | | |
| • EnGenius Certified Security Professional | ECSP | 2025 |
| • EnGenius Certified Network Professional | ECNP | 2025 |
| • EnGenius Certified Network Specialist | ECNS | 2025 |
| • NSE 3 Fortinet Product Awareness | NSE3 | 2023 |
| • NSE 2 The Evolution of Cybersecurity | NSE2 | 2023 |

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|---|-------|------|
| ● NSE 1 Information Security Awareness | NSE1 | 2023 |
| ● MikroTik Certified Routing Engineer | MTCRE | 2021 |
| ● MikroTik Certified Network Associate | MTCNA | 2020 |
| ● International conference Certification from Tishk International university, Erbil Polytechnic university, And Institute of Electrical and Electronics Engineers (IEEE) for Kurd Spell Project | | 2019 |

Project Experience

Micro Gateway: Node.JS standard library for Automation in Networking (MikroTik Especially) or similar Vendors. Published in Tarin Company.

Micro-Gateway Modules and Their Functions

- **MikroTrack** – Simplifies subscription management for home user devices.
- **MikroGuard** – Automates MikroTik router security via API, managing passwords, updates, firewalls, services, and logs.
- **MikroLink** – Effortlessly bridges **EoIP** connections with MikroTik routers for seamless network integration.
- **MikroCharge** – Enables seamless monthly recharging for MikroTik devices.
- **MikroLock** – Prevents unauthorized resets and secures MikroTik devices.
- **MikroCheck** – Automatically verifies and optimizes home MikroTik router configurations.
- **MikroTemp** – Provides instant temperature monitoring for MikroTik devices.
- **MikroScan** – A streamlined tool for quick and efficient discovery of **MAC addresses** on MikroTik devices.
- **MikroSwitch** – A powerful tool for seamlessly switching the remote server of **PPPoE clients** on MikroTik devices.

TarinNet App: is a multi-platform application for iOS, Android, Huawei, and Linux, designed to streamline internet subscription management. It offers monthly recharges, multi-language support, in-app payments, branch contact details, and a user-friendly dashboard, ensuring a seamless experience for subscribers. Published in Tarin Company.

- Works on **iOS, Android, Huawei, and Linux**.
- Supports **mid-size and large-size screens**.
- Supports **multi-Languages**

Kurd Spell: .Net standard library for Spell Checking in Kurdish or similar languages text. Participated in SEDAF and won 2nd place.

[Kurdspell - A Kurdish Spellchecker](#)

Department of Foreign Relations Booklet: DFR of Kurdistan Regional Government Booklet with Adobe

InDesign.