Mustafa Abdulsada Hassan Al-Humaidan

I T & T ENGINEER

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Experienced Information Technology professional skilled in multiple programming languages. Proven track record in creating software applications and databases for multiple companies. Currently employed as an Information Technology VCS and Multimedia Specialist, delivering exceptional results with expertise.

Personal Information

- Place of Birth: Basra
- Date of Birth: 10/01/92
- Marital Status: Married

Work History

Jan 2021 - Current

IT Specialist (AWS/Multimedia and Presentation Env

Sorror Al-Nathreen, Basrah, Iraq

- Company Overview: SUBCONTRACTOR WITH LUKOIL Mid-East Ltd "IT Department

AWS

- Installation/Unintallation/Relocation of User's workplace IT equipment.
- Technical and software support of IT equipment.
- Diagnostics and troubleshooting of business applications clients.
- Support for drilling, workover, and geological software (Baspro, Roxar Tempest, kappa, Eclipse, Petrel, IPM,Etc.)
- Handling McAfee problems (Activate, Reset Password, Decrypt to recover the user's data, machine recovery).
- Handling Active Directory routine works (Lock ,unlock account, Add or remove the account from the groups to give permissions, Solve password problems and updating user's information
- Initial network faults diagnostics.
- install Repair printers and change some parts when required
- Creating manuals for routine support tasks.
- Supply perpetual licenses

- All other activities related to System-wide Support of Automated Workplaces and Company's needs.
- Worked through the Service Desk Plus and the HP openview service desk

VCS & IP TV

- Mounting/Installation/Relocation/Uninstallation/ Dismounting of VCS equipment,spare parts and components.
- Monitoring, diagnostics and troubleshooting of VCS equipment and software.
- Configuration and administration of Company's VCS infrastructure equipment e.g. TMS, VCS control server, VCS Expressway.
- Mounting / Installation /Relocation /Uninstallation /Dismounting of IPTV equipment, spare parts and components.
- Configuration and administration of IPTV end-user devices (STB).
- Adjusting satellite dishes for IP TV System.
- Regular monitoring and execution of Company Users' requests related to VCS and IPTV services registered into the Service Desk system and timely processing of these requests.

Multimedia and presentation environment

- Hardware mounting, installation, cable switching, replacement, adjustment of multimedia equipment.
- Book and organize meetings.
- Support of multimedia equipment including but not limited to: TV, Congress systems, Audio/Video systems, projectors.
- Monitoring,diagnostics and troubleshooting the Multimedia equipment and software.
- Regular monitoring and execution of Company Users' requests related to Multimedia and Presentation Environment, registered into the Service Desk system and timely processing of these requests.
- All other activities related to system-wide Support of Multimedia and Presentation Environment service and Company's needs.

Dec 2016 - Dec 2020

IT Specialist (AWS/Engineering Systems/PA/GA)

ITPS MID-EAST, Basrah, Iraq (Remote)

- Company Overview: SUBCONTRACTOR WITH LUKOIL Mid-East Ltd "IT Department"

AWS

- Installation, Replacement, and Un-installation of Users' workplace IT equipment.
- Installation and un-installation of all tested and approved software and licenses for the company users.
- Technical support of IT equipment.
- Diagnostics and fixing of IT equipment faults.
- Initial network faults diagnostics.
- Creating manuals for routine support tasks.
- All other activities related to System-wide Support of Automated Workplaces and the Company's needs.

Engineering System

- Reliable and uninterruptible operation with timely technical support of the Company's engineering systems' equipment.
- Configuration, administration, monitoring, troubleshooting, maintenance, and operation of the Company's Engineering system's monitoring system.
- Monitoring of the Company's Engineering systems and Environment control.
- Maintenance and troubleshooting of the Engineering systems' equipment.
- Mounting / Installation / Relocation / Un-installation / Dismounting of Engineering system's equipment, spare parts, licenses, and components.
- Diagnosis and monitoring of the Equipment's software and hardware by available monitoring systems. Identification and elimination of incident causes.
- Regular monitoring and timely processing of the Company Users' requests concerning the Engineering system service.
- Monitoring of IT Server equipment using SolarWinds and other monitoring systems.

PA/GA
- Maintenance and Troubleshooting of the PA/GA equipment.
- Mounting / Installation / Relocation / Un-installation / Dismounting of PA/GA equipment, spare parts, and components.
- Regular monitoring and timely processing of the Company Users' requests concerning the PA/GA system service.
- All other activities related to system-wide Support of Public Address and General Alarm service and the Company's needs.

Dec 2015 -
Dec 2016

IT Specialist (AWS)

LUKOIL MID-EAST LTD., Basrah, Iraq

- Installation/Unintallation/Relocation of User's workplace IT equipment.
- Technical and software support of IT equipment.
- Diagnostics and troubleshooting of business applications clients.
- Handling McAfee problems (Activate, Reset Password, Decrypt to recover the user's data, machine recovery).
- Handling Active Directory routine works (Lock ,unlock account, Add or remove the account from the groups to give permissions, Solve password problems and updating user's information
- Initial network faults diagnostics.
- install Repair printers and change some parts when required.
- Creating manuals for routine support tasks.
- Worked through the Service Desk Plus and the HP openview service desk
- All other activities related to System-wide Support of Automated Workplaces and Company's needs.

Software

Manage Engine Service desk plus ◆◆◆◆◇

OpenView Service Desk ◆◆◆◆◇

Acitve Directory ◆◆◆◇◇

- IP TV management System — ◆◆◆◆◇
- Mcafee Security and encryption System — ◆◆◆◆◇
- Access Data base — ◆◆◆◆◇
- Fox Pro — ◆◆◆◆◇
- Adobe Photoshop CS — ◆◆◆◇◇
- MS Office — ◆◆◆◆◇
- Data Center Expert — ◆◆◆◆◇
- EcoStruxure IT "IT Advisor" — ◆◆◆◆◇
- Web jetadmin — ◆◆◆◆◇

Skills

- Design
- Programming
- Databases
- Team Work
- IT skills
- Multitasking Abilities
- Troubleshooting
- Application installations
- Technical issue analysis
- Ticket management
- Videoconferencing

Education

Jan 2011 -
Jan 2015
Bachelor: Computer Science
Shatt Al-Arab University College - Basrah
GPA: 85.247 very good

Languages

Arabic: Native language

English — ◆◆◆◇◇◇
Intermediate (B1)

Projects

- Medical clinic and Medication Inventory management program (WQ2 LUKOIL clinic)
- Program for managing and reserving VIP&VVIP cabin seats, Basra Sports City
- Management program for ESHBILIA 1&2 co.
- Sales program and database for Rawat Al-Mukhtar Co.
- Management program for ANTALY Company
- Sales program and database for Al-safa Company
- Management program for ALANADOL Company
- Sales program and database for MR.VAPOR
- Sales program and database for Alwarde Alzahra Co.
- Sales program and database for Qazae Al-Kharif Co.
- Management program to Al-Haidari Factories Group for Food Production

Certifications

CCNA Training Course, AlRawad Alarab Training Company, 1 Month

CCNA 7.0 Bridging Course, Cisco Virtual Academy, 1 week

Cybersecurity Essentials - EN 0118, Cisco Virtual Academy, 1 week

Introduction to Cybersecurity 0220, Cisco Virtual Academy, 1 week

Introduction to IoT 0220, Cisco Virtual Academy, 1 week

PLCs: Troubleshooting Software, Part 1, RedVector, 2 Hours

Workplace Ergonomics (BBWOPE0CEN), RedVector, 4 Hours

Google Digital Marketing Basics, IAM EUROPE, 2 weeks

HP 3D Printing, HP LIFE, 2 days

H2S Hazard Training, Training Center at WQ2, 4 Hours

Permit To Work (PTW), Training Center at WQ2, 6 Hours

Work at Heights, Training Center at WQ2, 6 Hours

English Language Course Advance, Training at Basra, 1 Month

OSHA Electrical Regulations, RedVector, 9 Hours

Leadership, Leaders' Excellence Institution, 4 weeks

Dealing With Others, Leaders' Excellence Institution, 4 weeks

Problems and Treatment, Leaders' Excellence Institution, 4 weeks

Business Innovation Course, Vocational Training Center in Basra, 1 week

C++ Tutorial Course, SOLO LEARN

C# Tutorial Course, SOLO LEARN, 96 Hours

- SQL Fundamentals Course, SOLO LEARN, 96 Hours

- Visual Basic 6.0 Programming - Introduction, SOLO LEARN, 96 Hours

- MOOC Oil & Gas, IPF School, 4 weeks

- English Training Course, Rosetta Stone Online, 1 Year

- Excel 2013 Essential Training II, RedVector, 1 hour

- Outlook 2013 Essential Training, RedVector, 1 hour

- PowerPoint 2013 Essential Training, RedVector, 1 hour

- Word 2013 Essential Training II, RedVector, 2 hours

- Quick Writing Tips, RedVector, 2 hours

- Smart Office: Excel 2010 Essential Training, RedVector, 1 hour

- Smart Office: Excel 2010 Essential Training II, RedVector, 1 hour

- Smart Office: Outlook 2010 Essential Training, RedVector, 1 hour

- Smart Office: Outlook 2010 Essential Training II, RedVector, 1 hour

- Microsoft Excel, RedVector, 48 Hours

- ITIL4 Foundation Training Course, Experts South Solutions, 1 Month

- Smart Management: Effective Performance Review Practices, RedVector, 2 hours

- Smart Customer Service 1: Courtesies, Attitude, and Ethics, RedVector, 2 hours

- Business Writing: Short Reports, RedVector, 1 hour

- Confined Space Entry (BBCSE00CEN), RedVector, 1 hour

- Environmental Safety, RedVector, 1 hour

- Business Writing: E-Mail Techniques, RedVector, 1 hour

- Fire Safety (BBFSA00CEN), RedVector, 3 hours

- Industrial Math: Algebra, RedVector, 2 Hours

- Electrical 1: Electrical Safety, RedVector, 2 Hours

- A Manager's Guide to Performance Appraisals, RedVector, 3 hours

- Business Communications: Effective Meetings, RedVector, 2 Hours

- Basic Electrical Safety (ELBESY0CEN), RedVector, 2 Hours

- Managing Yourself, RedVector, 1 Hour