DURAID AL BANAA

General Information Technology

CONTACT

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CERTIFICATES

- CEH (Security Tester). In pross.
- CET (Certified Electronic Tech).
- CET (Certified Network Tech).

LANGUAGES

- English

EDUCATION

- **M.S.C** (Master Degree in General Information Technology). 2022 In pross.
- **B.S.C** (Bachelor Degree in Electronic & Control Engineering).2009
- **Diploma** in Electronic 2003
- **Associate Degree** in Information Technology & System Administration. 2015

OBJECTIVE

As an IT tech support and Electronic Engineer with a demonstrated history of working in both industries. Utilizing my technical and management skills, will fulfill the goal and improve the work performance in an organization. Also, implement best innovative solutions, skills, and creativity to perform a projects.

EXPERIENCE

NuMSP	August, 2020 - Present

It is a management service provider company that provide variety of information technology industry solutions which included but no limited to IT support, IT Infrastructure, IT Security, IT Strategy, IT Assessments, and IT Maintenance. My responsibilities as an IT field tech support providing onsite and remote technical support.

HR Block	2019 – Tax Season

It is a Tax preparation company operating in Canada, United States, and Australia. My responsibilities as a remote tech support was in charge of over 10.000 Tax offices around the nation.

Ciprus Consulting	May, 2018 – Present

Ciprus Consulting is an Information Technology company that provides to small business with verity of IT support solutions and HIPAA compliance. I'm in charge of as on-call tickets monitoring, remotely support and on-site support.

Smart Source, Inc.	Jan, 2018 - Present

It is a technical resource company that provides its customers with solutions to a wide variety of both technical staffing and IT centric solutions. My responsibilities as on-call IT support technician includes, installation, maintenance, troubleshoot and operation to provide the best IT solutions and support.

SKILLS

- Python
- SQL
- C#
- Java
- HTML, CSS
- Java script
- Virtualization
  - Hyper-V
  - VMware ESXi vSphere
- SEO
- Digital Marketing
- Sophos Firewall
- Fort iGATE Firewall
- NetSmart Citrix
- NetSmart Home Care
- NetSmart Cloud VPN AD
- Tiger Connect
- VPN
- Active Directory
- File and Share Access
- ESET Anti-Virus
- Office 365
- Zoom
- Operating system
  - Server2019
  - Server2016
  - Server2012
  - Server2008
  - Win10
  - Win8
  - Win7
  - Mac OSX
  - iOS & Android
  - Linux
- Microsoft office APP's
- Bomgar
- Team Vewer
- Nimble NAS
- Synology NAS
- VOIP - Ring Central
- DropBox
- Microsoft Server
- Networking (Wired & Wireless)
- Connect Wise
  - CW Control
  - CW Manage
  - CW Automate

Zero One Computer Solutions   Nov, 2011 – Feb, 2013

It is a computer and electronic repair Company was established in 1997, they are a trusted IT supplier and IT equipment provider; also provide a full range of IT tech solutions. My responsibility involved as a technician by providing computer repair, and troubleshooting for hardware and software which included computers, Laptops and mobile devices repair (Microsoft/Apple), clients site equipment installation and faults managements.

Fanoos Telecom Co.   Nov, 2011 – March, 2013

Fanoos Telecom is Telecommunication Company that provides wireless telephony, broadband data service, and WiMAX broadband service. My responsibility involved as an engineer in Infrastructure Power & Transmission dept. that included install CDMA technology towers equipment's, such as microwave dish, RF cable, RF antenna, waveguide, radio stations, backup battery, power supply, DC rectifiers, configure microwave radio network system (Huawei System), team supervision, contractor's supervision and CDMA site acceptance. In addition, I provided customer complains support for providing fault management for narrowband Internet services such as client's router monitoring, update/upgrade and fault management.

KOREK Telecom Co.   March, 2010 – Nov, 2011

Korek Telecom is a shared limited company to operate and provide GSM services. My responsibility involved as an engineer in transmission & Radio Network Department that included install GSM tower equipment's, such as microwave dish, RF cable, RF antenna, waveguide, radio station, backup battery, alarm system, power supply, DC rectifiers. In addition, configure microwave radio network system (Ericson System), antenna radio and faults management, sits monitoring, design, team supervision, contractor's supervision and GSM site acceptance.