

# Amer AL-hamad

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## SUMMARY OF QUALIFICATIONS

- 10 years of experience in IT Field.
- Managed and delivered IT projects from brief to completion.
- Developed technical diagrams for computer systems and software.
- Managed information technology networks that serving hundred users.
- 10 years of working knowledge in LAN/VPN/Router/Firewall architecture and VOIP.
- Installed and configured MS Windows, MS Office and different types of software.
- Managed and analyzed Big Data worth \$100K per year, using Google Analytics and Google Adwords.
- Automated the business operations, resulting in the elimination of user error, saving \$12k to \$18K per year.
- Possessed the expert knowledge to identify opportunities for change and the ability to convey the need for change to increase the business' efficiency and effectiveness. Resulting in digitizing 70% of CCI Operations.
- Evoked creative and innovative thinking from CCI's team members while helping them to bring their ideas to improve the quality and accuracy of operations. Resulting in increasing customer's satisfaction up to 80%.
- Strong verbal and communication skills, communicate with 20 – 30 users and vendors as daily basis.
- Anticipated business's needs and process alternative cloud business solution that saving 20% of the cost.
- Working under pressure and meet deadlines to get the job done.(working up to 60 hours per week)

## CORE COMPETENCIES

Microsoft Server 2008, 2012 and 2016	Windows 7 and Windows 10	Webhosting (GoDaddy and High Velocity)
Microsoft Azure	Mac Service and Support	WordPress ( PHP and MySQL)
Microsoft Active Directory	G Suite	Google AdWords & Analytics & Data Studio
Microsoft Group Policy Management	Mobile Device Management (Meraki)	Search Engine Optimization
Microsoft SQL Server	Network Security and Design – Firewall, Routing, Switching, Access Point, TCP/IP, DHCP and DNS	Avaya IP Office IP500 and VOIP
Microsoft Hyper –V Cluster	Wifi Heat maps (Solar Winds)	Paradox Security System
Windows Server Backup and Restore	IT Ticket System (HubSpot, Vision Helpdesk)	Customer Relationship Management CRM - Velocify
Microsoft Office 365	Online Backup and Storage (Carbonite, IDrive)	Disaster Recovery Plan
Windows PowerShell.	Antivirus (Kaspersky, Norton, ESET)	Project Management

# Professional Experience

California Career Institute, CA, USA

2/2016 – 1/2020

**I.T. Support Specialist:** Providing technical assistance and support related to computer systems, hardware, or software including but not limited to installation and maintenance.

- Maintained, Troubleshoot, and repaired various computer equipment, peripherals, and data communications, and network systems.
- Provided end-user support via remote assistance and telephone.
- Administrated and deployed Windows Server 2008 R2, 2012 R2 and 2016.
- Managed Active Directory and Group Policy including configuration and troubleshooting.
- Administrated and deployed Windows 7, 10 and Microsoft office suite (2016 and office 365).
- Troubleshoot network and desktop performance issue.
- Created Imaging of PC and MAC laptops.
- Managed network security and anti-virus program.
- Maintained data storage systems and performed system back-ups.
- E-mail administration and maintained user accounts (Microsoft Exchange Online 365 and G-Suite)
- Administrated the telephone system and all user handsets.
- Analyzed, designed, built and configured (LAN), including installation of network software, setup firewalls, routers, access points and security settings for all network endpoints to support business growth.
- Set up new users on LAN, provided access permissions to approved groups and configured security settings for new employees.
- Prepared and maintained documentation for computer network and cabling layouts.
- Documented incoming helpdesk requests using internal ticketing system.
- Assisted in creating or updating end user support documents.
- Maintained Software and Hardware inventory and tagged asset management.
- Assisted in the implementation of IT services as guided by IT Manager.
- Evaluated and assisted new technologies and system.
- Developed and maintained infrastructures documentation for configuration and disaster recovery.
- Lead IT projects providing status reports and updates.
- Building and maintaining working relationship with managed services partners, vendors and consultants.
- Learned and remained informed about company's business requirements and processes.
- Determined the appropriate system solution to ensure business requirements are satisfied.
- Supported and enforced company information policies and procedures.
- Trained staff in new services, applications and equipment and maintain all training documentation.

## Web admin and Digital Marketing Skills:

- Set up a web host, configured access for users, established mail servers, and connected databases.
- Evaluated website performance by checking metrics such as loading time and memory consumption.
- Integrated Google Analytics, Facebook Pixel and CRM system with the website.
- Managed and optimized WordPress website. Including updating content, codes, tag and landing pages.
- Maintained metric reporting platform using Google Data Studio.
- Performed various checkpoints to maintain marketing accounts optimization.
- Analyzed Data and made changes on the website for maximize web traffic.

**Library and Computer Lab Assistant**

- Maintained and resolve issues with the workstation and printers.
- Assisted students with basic on-the-spot questions about Microsoft Word, Excel, PowerPoint, Gmail and Google Docs.

**Jordan Media City, Amman, Jordan**

**8/2007 – 8/2013**

**I.T. Support Engineer:** Provisioning, installation/configuration, operation and maintenance of systems hardware and software and related infrastructure. Ensure that system hardware, operating systems, software systems and related procedures adhere to organization policies.

- Configured workstations, servers, phone switches, hardware, services, directories, storage and similar components in accordance with standards.
- Developed and maintained installation and configuration procedures.
- Performed daily monitoring, verifying the health of hardware, server resources, system and key processes, reviewing logs, and verifying completion of automated jobs such as backups.
- Performed daily regular Network security monitoring to identify vulnerabilities and possible intrusion.
- Performed daily backup procedures, ensuring all critical data are successfully backed up to recovery media.
- Diagnosed and troubleshoot technical issues, including account setup and network configuration.
- Provided telephone, remote support, and onsite support as needed.
- Followed up with clients to ensure their IT systems are fully functional after troubleshooting.
- Documented technical knowledge in the form of notes and manuals.

## **Education**

**California University of Management and Sciences, Anaheim, California:**

Master of Science in Computer Information Systems and Security – December 2015

**AL-Zaytoonah University of Jordan – Amman, Jordan**

Bachelor of Science in Computer Information Systems, February 2005

## **Volunteering**

**California State University – American Language Program**

**New Students Orientation Volunteer – June 2014**

- Managed new student orientation and direct liaison for 100 students from various countries around the world.