**Zuhair Mohammed**

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**OBJECTIVE**

Opportunity to utilize and enhance my skills in technical support, maintenance, and networking.

**SUMMARY OF QUALIFICATIONS**

Experience in troubleshooting, maintenance, technical support.

Strong organizational, results oriented, problem solving and communication skills.

Hard working, results-oriented, collaborative, and effectively performed multiple tasks.

**SKILLS**

* Computer system assembly and installation, electronic devices, laptops, and printers repairing.
* Windows Server 2008/2012 installation, configuration and administration.
* Microsoft windows 7,8, 10, Office, Basic knowledge HTML, CSS, Xampp, Wamp, Wordpress.

**EDUCATION** & **CERTIFICATIONS**

Bachelor of Electronic and Communications Engineering: Baghdad University, Baghdad, Iraq 1995

Cisco Certifications CCENT No. 419588905674CRVM Oct 2014, CCNA No. 419754169571FNXN Dec 2014

Microsoft Certifications MCP No. E933-7649 Aug, 2014 MCSA Windows Server 2012 No. F018-0097 Oct 2014

**PROFESSIONAL EXPERIENCE**

**IT Technician Feb – Nov 2020**

**PAN Baghdad, Baghdad, Iraq**

Internet distribution company Point to Multi-point Wireless Technology.

Installed, wired, and configured Nano Station, Wireless Router, Troubleshooting and technical support.

**Self-employed / Project base 2017 - 2019**

**Network / Surveillance / Computer Support**

Provided technical support for Small Office/Home Office customers remotely, and onsite.

LAN/WAN/ftp/Dynamic DNS Networks installation, configuration, and troubleshooting

Installed, repaired, and performed preventative maintenance of personal computers and peripheral devices

**Customer Availability Process (CAP) Team Associate 2015 – 2019**

**WalMart, Las Vegas, NV**

* Maintains merchandise presentation, zoning the area, stocking, and provides customer service
* Builds new shelves and locked boxes, move and rebuilds old shelves and locked boxes.

**PC Technician**

**Insight Global, Irvine, CA. Temporary contract assignment Jan - Fab /2015**

**Project site: Silver Ridge Healthcare Center, Las Vegas, NV**

* Supported, configured, and migrated to the new Covenant Care Application**,** desktops, laptops, Wyse terminals, I pads, and printers.

**Technical Support**

**Rainbow Technical Solutions, Farmington Hills, MI 2012 - 2014**

* Provided sales, customer service and technical support for home offices and small offices.
* Performed troubleshooting, installing, updating and upgrading computer hardware and software.
* Managed call flow and responded to customer needs.

**Service Center Supervisor**

**Peak to Peak Information Technology, Amman, Jordan 2005 – 2012**

Peak to Peak IT LLC is retail company as well as an authorized Samsung IT product service center.

* Supervised an authorized Samsung IT products Service center which provides after sale service.
* Technical support for customers locally, remotely, and onsite.
* Repaired Desktops Laptops and Laser Printers.