**Mohannad Ayyoubi** Dayton, Ohio – I am willing to move to San Francisco

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**QUALIFICATION SUMMARY**

Over 5 years of experience in installing, configuring, troubleshooting, and solving computer workstation, printer, network cards, hardware, and software support.

install windows and all kinds of application, fixing laptop, desktop, and upgrading them.

Configure CISCO switches and Router to enable connectivity between devices

Good experience in windows 2016 & Active directory

**EDUCATION AND CERTIFICATIONS**

**Sinclair Community College, Dayton, OH**

* Associations of Applied Science – IT Information Security - Currently enrolled.
* Network Engineering Entry Level NEEA.STC. 08/2020
* CISCO certificate of completion introduction to networks V7.0 (ITN) 05/2020
* CISCO Switching, Routing, and Wireless Essentials V7.0 (SRWE) 08/2020
* CompTIA A+ Certificate – Beginning- Intermedia- Advance 04/2019.

**Udemy.com learning Certificate**

* 62 h **CCNA 200-125 boot camp** 07/2020
* 8h **Linux** admin bootcamp 10/2019
* 19h CompTIA **Security+** 07/2019
* 6h **Active Directory** Win sever 2016 07/2019
* 10h win **server 2016** **Administrate** 07/2019
* 23h CompTIA **Network+** 04/2019

**Microsoft**

* 2 years Diploma Microsoft certified system engineering Oct 1997 (**MCSE**) from

New Horizon Training center

* Microsoft Certified Professional + Internet (**MCP+I**)
* Microsoft Certified Professional (**MCP**)

**work history**

**11/19 Free wireless LLC – computer technician present:**

* install windows and upgrade to WIN10
* fixing and upgrading desktop computer (RAM – HDD & SSD – Power supply)
* fixing laptop and Mac Book and upgrading RAM and Hard disk.

* Diagnosing and solving all kind of hardware and software problems
* Activating and configuring data device hot spot wireless internet device
* Fixing and selling iPhone and iPad and replacing parts like screen and battery

**05/19 – 10/19 Insight Global (Atos) Help desk:**

* IT help desk support L1, providing first level support for standard and non-stander application,
* Answering incoming calls, emails, and log all customers question and issues accurately
* first-line support by identifying troubleshooting and resolving all kind of technical issue
* Working on (service now) escalate the unresolved ticket to L2 as the procedure
* Solving 90% of calls without escalation with a very high customer satisfaction rate
* Working on Active directory, resting user password , add user as requested to groups
* Achieving a high score on client feedback surveys
* Log call and step by stop resolution on service now ticketing system

**07/18 - 05/19 DHL Supply chain forklift :**

* Forklift operator on stand up and sit-down forklift

**2003 – 2017 BANK OPERATIONS MANAGER - GULF BANK OF KUWAIT**

* Manage branch sales activities and deliver branch sales Ensure services are in line with guidelines and procedures, Maintain & exceed sales goals, cross selling all bank products.

**1999 – 2003 IT DEPARTMENT - OPERATOR and IT SUPPORT - GULF BANK OF KUWAIT**

* Worked on multiple systems like Unix Novel and Microsoft applications win Nt 4.0
* Supporting network and installing new computers, running daily Batches update
* Responsible for more than one backup on the system Solving and troubleshooting all computer problems and printers

**Training & qualification**

* Certificated Bank Branch Manager **CBBM** School of Finance, the United Kingdom 10/08
* **IELTS** English certificate with a score of 5.5
* Speak Arabic and English fluently
* High school - 1994