

# Moatasem Tareq Mohammed Hashem

IT Specialist | Network Engineer | System Admin



## Profile

Results-driven Technical Support Specialist and Detail-oriented and proactive Network Engineer with [3 years] of experience providing Tier 1–3 support in fast-paced IT environments. Skilled in troubleshooting hardware, software, and network issues, managing service requests, and ensuring high levels of customer satisfaction through effective communication and problem solving. Strong knowledge of ITIL processes, ticketing systems (such as, Manage Engine Service desk), and remote support tools. Experience in designing, implementing, and maintaining secure, reliable network infrastructures. Proficient in configuring routers, switches, firewalls, and VPNs, as well as monitoring network performance and resolving connectivity issues. Strong background in Cisco, and Mikrotik environments, with practical experience in LAN/WAN, VLAN, and wireless technologies. Committed to optimizing network performance and ensuring uptime through preventive maintenance and automation.



## WORK EXPERIENCE

**Technical Support Engineer at Yemen Kuwait Bank, Sanaa**  
March 4 - 2024 — Present

## Details

Hail Street , Sana'a, Yemen  
  
+967771357631  
  
[moatsem.tarq22@gmail.com](mailto:moatsem.tarq22@gmail.com)  
  
Date of birth  
  
Nov 22,2000  
  
Nationality  
  
Yemeni

## Links

[LinkedIn](#)  
  
[Facebook](#)

## Skills

End-user support and system administration  
  
Network troubleshooting and configuration  
  
Ticket management and documentation  
  
Active Directory, Office 365, VPN

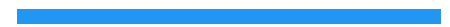
- Provide first-line technical support to end-users via phone, email, chat, or ticketing systems.
- Diagnose and troubleshoot hardware, software, and network issues efficiently.
- Log, track, and resolve incidents using ticketing tools (e.g. Manage Engine Service Plus).
- Install, configure, and maintain operating systems, applications, and peripherals.
- Set up and support VPN connections, remote desktops, and mobile devices.
- Escalate unresolved issues to Tier 2/3 support or specialized teams when necessary.
- Perform routine maintenance and updates on systems and applications.
- Ensure timely resolution of incidents within agreed SLA (Service Level Agreements).
- Assist in software deployments, patching, and system upgrades.
- Document all support activities, known issues, and solutions for future reference.
- Continuously update technical knowledge through training and certification.

Strong communication and teamwork

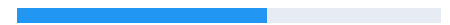
ITIL framework and SLA compliance

## Languages

Arabic



English



## IT Engineer at NATCO – HAS [Internship] Sanaa

October 1 - 2023 — December 31 - 2023

- Gained practical knowledge of network fundamentals, including LAN, WAN, and VLAN concepts.
- Learned to configure and troubleshoot routers, switches, and access points under supervision.

- Observed and practiced IP addressing, subnetting, and routing protocols (RIP, OSPF, and EIGRP).
- Gained hands-on experience with Windows and Linux network configurations.
- Learned to create and update network documentation (topology diagrams, IP address lists).
- Studied and applied IT security practices and network protection measures.
- Collaborated with team members to understand real-world IT infrastructure operation

## **IT Assistant at Yemen Media Guide YMGD, Taiz**

**May 1- 2023 — August 1 - 2023**

- Participate in on-call rotations and after-hours support as needed.
- Maintain IT security best practices, including antivirus management and user awareness.
- Collaborate with other IT teams to improve system reliability and user experience.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Responding in a timely manner to service issues and requests
- Repairing and replacing equipment as necessary.
- Testing new technology



## Education

**Bachelor's Degree | Information Technology| Excellent with Honor**

University of Science and Technology, Sanaa

June 2023

**Diploma | Secretarial and Business Correspondence |**

Ideal Modern Institute

September 2018 – January 2019

**Diploma | English Language |**

Ideal Modern Institute

September 2017 – September 2018



## Courses

**Training Courses Certificate**

**MCSA | Microsoft Certified Solution Associate**

University Computer Center - UST

January 2023 – April 2023

**Development of Leadership Skills**

Consultation & Development Center - UST

September 2023

**Diploma | maintenance & programming mobile |**

Science and Life Institution

November 2021 – January 2022

**CCNA | Cisco Certified Network Associate |**

**Cisco Networking Academy - UST**

January 2023 – April 2023

**ICDL | International Computer Driving License |**

**University Computer Center**

February 2021 – April 2021

**Thinking Skills - Consultation & Development Center - UST**

June 2020

**Communication Skills - Consultation & Development Center**

June 2020

**Accounting (A) - Ideal Modern Institute**

November 2019

## **Online Courses Certificate**

**Ethical Hacking Essentials – Coursera Platform**

September 13 – 2025

**FortiGate Administrator – Coursera Platform**

September 11 – 2025

**Diploma | IBM IT Scrum Master – IBM**

April 4 – 2024

**Diploma | Google IT Support - Google**

December – 2023

**FCA | Fortinet Certified Associate - Fortinet**

November – 2023

## **FCF | Fortinet Certified Fundamentals - Fortinet**

October – 2023

## **Oracle Cloud Data Management - Oracle**

September – 2023

## **Introduction to Internet of things - Cisco Academy**

September – 2022

## **Introduction to Cyber Security – Cisco Academy**

August – 2022