

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

Date of birth

Nov 22,2000

Nationality

Yemeni

Links

[LinkedIn](#)

[Facebook](#)

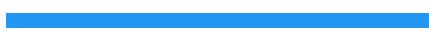
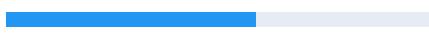
Skills

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
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- English
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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