



# Abduljalil Saleh Abo Ali

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## Profile:

- An IT Support Engineer With more than 10 Years of Experience.
- A Master's Degree in Business Management (MBA).
- A Bachelor Degree in Communication Engineering.

## Personal Information:

- Marital status: single.
- Nationality: Arabic Syrian.
- Date of birth: 25, Jan, 1993

## Areas of Experience:

- Microsoft Azure.
- Microsoft Office 365.
- MCSA 2016, 2012, Windows server 2019.
- CompTIA A+ and N+
- Virtualization Technology by VMware workstation.
- Technical support experience of servers, systems administration and network.

## Work Experience

### - Technical support

Freelancer, Aleppo, Syria      1/2019\_present

- Maintenance, Trouble shooting and Problem solving.
- Development and Implementation.
- Website Programming (PHP, Laravel with Mysql database).

- **Sales Officers**

Syrian Telecom, Aleppo, Syria 7/2018\_present

- Follow up the company's sales.
- Follow up and solve problems related to the company's sales.
- Preparing monthly reports on the company's sales.

- **IT Engineer**

Syrian Telecom, Aleppo, Syria 3/2014\_7/2018

- Serving Internet subscribers.
- Follow up and solving problems related to the Internet service.
- Serving subscribers with IPTV service.
- Follow up and solve problems related to IPTV service.

- **Technical support**

Syrian Telecom, Aleppo, Syria 3/2011\_3/2017

- Follow up on wireless stations (WCDMA) and solve their problems.
- Establishing and linking wireless stations.

**Education:**

- Master's in Business Management /Syrian virtual university SVU / 2018-2021
- Bachelor's in communication Engineering /Aleppo university /2011-2017

**Training Courses:**

- MCSE in New Horizon Center, Aleppo /Syria 2018
- CCNA in New Horizon Center, Aleppo /Syria 2017
- PHP-Laravel in CPC, Aleppo /Syria 2016
- WCDMA Training in SGTC (Syrian Germany telecom company), Beirut /Lebanon 2014

**Languages:**

- Arabic: mother tongue.
- English: Good.

**Key Skills achievement and Competencies:**

- Creative Technical support experience.
- Communication, analytical and interpersonal skills.
- Adaptability and work under pressure.