## BASEL DAHMAN

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**PERSONAL SUMMARY**

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information system, as well as having an eye for detail and able to multi-task under pressure.

**Core Skills and Strengths**

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| * Hardware & Software Maintenance | * LAN & WAN Network Configuration |
| * Operating Systems & Server Management | * IPv4 Addressing, DNS & DHCP configuration |
| * Strong knowledge with MS Office applications and Microsoft Exchange | * Network Monitoring & Analysis * TCP/IP Networking Troubleshooting |
| * Excellent experience with Active Directory * Excellent experience with Group Policy | * Wireless Applications * Excellent communication and interpersonal |
| * Experience with Outlook * Strong knowledge with VMware and Firewalls | * Excellent customer services |
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**Professional Experience**

Simply Clean Feb 2017 - present

Leeds, UK

I am working as a supporter and shop assistant. Responsible for all technology tools, hardware and software maintenance, customer service.

**BibTex Company, Syria 2014- 2016**

**1st and 2nd Line Support**

Network configuration in the IT department at Tex Company. I designed and installed their networks by using many kind of cables, switches(Core and Access ),Router, cameras and Access Points, servers(ISA, exchange, file, DNS, DHCP, Domain, Additional Domain……).

Multi-Task engineer, I organized the policies and permissions for 250 users.

Responsibility for all troubleshooting and maintenance for all hardware and software networks from end users to core layer.

**Aleppo University, Syria 2013 - 2014**

**IT support engineer**

Provide remote and desk side support at Aleppo University, diagnosing and resolving IT issues. Respond to service calls and resolve and escalate incidents to ensure Service level Agreement targets are achieved.

Install and configure new hardware such as PCs, servers, routers and switches. Conduct disaster recovery (Hardware & software) when happen.

As well as upgrading all Windows XP machines to Windows 7. Also provided remote and desk side support to internal users diagnosing and resolving IT issues for university's staff in busy environment.

**Qualifications**

* CompAIT IT career switch **London 2019**
* **ISO** 9001. **2012**
* **MCSE** Microsoft Certified Systems Engineer.  **2011 - 2012**

Administration, Active directory, Group policy, Firewall, Maintenance, Troubleshooting &Technical

* **CCNA** Cisco Certified Network Associate**. 2009 - 2011**

Relevant modules: CCNA, Network Construction & Administration, Advanced Security, Wireless Applications, Visualisation Techniques & Network Traffic.

* **The 7 habits of highly effective people 2008**
* **Bachelor’s Degree of Telecommunication and Network Engineering 2005 - 2010**

**Technical training**

* CCNA 1, 2, 3 & 4: Course certification recognised by Cisco, studied over two year period. Required to configure static and multiple dynamic routing systems (version 1 & 2 OSPF) and provide wireless device integration of LANs for localised users. Provision of network access to LAN users via interconnection and configuration of switches. Subsequent configuration of WAN connectivity for large-scale clients.
* Achieved in excess of 80% in Cisco examinations.
* MCSE: I spent one year period with Installing, Configuring, and Administering Windows XP&7 Professional, Managing and Maintaining a Server 2003-2008 Environment as well as Implementing and Designing a Server 2003-2008 Active Directory.
* Technical course at CCB Instituted for Installing and Organization Data Centre: Designing and Organizing 11 Data Centre by using Cabinets, Switches, Routers, Patch panels, Cables organize,5e Cables and fibre Optics.
* Design and Development Aleppo University Networks Using VPN Technology over a Wireless Environment: I designed an internal network of each building by using Cisco switches 3500 serial and applied VPN & VLAN technical then connected the networks wirelessly be recourse GDSL line.
* Advanced Security: Developed awareness of network threats and attacks, and conducted vulnerability assessments. Implemented protection and threat prevention devices.
* Wireless Applications: Theoretical in-depth study of wireless technologies (including 802.11 Protocol).
  + Conducted full investigation into the Wireless Mesh Network and associated applications; identified potential areas of weakness or attack, and recommended introduction of wireless sensor networks.

**Additional IT Skills**

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| --- | --- |
| **Programming Languages** | C and C++. Java. |
| **Hardware** | Cabinets, routers (Cisco-Avaya), switches (Cisco-Avaya), Ethernet hubs, access points, any kind of server, cameras and DVR (Device video recorder), computers and laptops. |
| **Software** | Cisco IOS, Avaya IOS, Linux ,Windows, MS Office 2000/ 2007/2010/2013, VMware, Win server 2003, 2008 |
| **Driving licence** | A full clean UK driving licence. |

**reference**

* **Available on request**