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Objective

To obtain a challenging position in a high quality organization where my resourceful experience and basic personal skills will add value to organizational operations.

Academic Qualifications

- ❖ Bachelor degree in Electronics Engineering - University of Mosul 2012/2013.

Academic Projects Undertaken

- ❖ Control of unmanned Aerial Vehicle (QUADCOPTER) Using Digital PID Algorithm.
- ❖ Smart home system and home security system.
- ❖ Blood pressure measurement and analysis system.
- ❖ Industrial Robot arm controller.
- ❖ Fluid level detection and control system.

Working Experience

1- IT Officer (Mar 2018 – Sep 2018)

Organization: Human Appeal

Location: Mosul, Iraq.

Job Role: Information Technology Officer

Daily working procedure and basic duties:

- ✓ Develop and maintain installation and configuration procedures.
- ✓ Repair and Maintenance of all IT related equipment (Laptop, Printer, etc.)
- ✓ Assess and conduct technical check of all IT equipment.
- ✓ Provides IT systems support, maintenance, and monitoring to always maintain optimal system performance and uptime.
- ✓ Performs software and hardware updates and replacements and implements new IT solutions.
- ✓ Always effectively manages the onboard IT environment, organizing daily work schedules.

- ✓ Always monitors daily backup processes to ensure integrity and assists.
- ✓ Always maintains current inventory documentation of IT equipment on board and ensures sufficient working spares are in stock.
- ✓ Consistently verifies that the shipping and receiving of Company IT hardware is done in accordance with IT guidelines.
- ✓ Ensures Company IT equipment is deployed as directed or securely stored and maintained in working order.
- ✓ Regularly performs maintenance on IT equipment and Data Center equipment racks in a timely manner, and makes basic repairs to equipment.
- ✓ Always maintains the security of the Data Center and access control to systems.
- ✓ Assess all the IT, Energy and Communication materials' need on the bases.
- ✓ Submit request for appropriate setup in the country office to ITC Officer and Country Logistics Manager.
- ✓ Ensure that request is tracked down with IT officer.
- ✓ Follow up of delivery to requester.

2- IT Technician I (Sep 2017 – Mar 2018)

Company: SmartLink ISP internet service provider

Location: Erbil, Iraq, Lebanese Village

Company Industry: Information Technology and ISP

Job Role: Information Technology Engineer

Daily working procedure and basic duties:

- ✓ Setting up different networking brands appliances like: Mikrotik router boards, Cisco Switches, Unifi access points,
- ✓ Setting up different network software tools like: Network Monitoring, DNS, NAT, Telnet, DHCP, hotspots, and RADIUS.
- ✓ Server and Network reporter.
- ✓ Maintaining, repairing and upgrading network and computer systems.
- ✓ Diagnosing and fixing problems or potential problems with the network and its hardware, software and systems.
- ✓ Install computer networks such as local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems.
- ✓ Monitor network usage and security.
- ✓ Troubleshoot and restore systems after crashes.
- ✓ Retrieve forgotten passwords.
- ✓ Supervise help desk technicians.
- ✓ Ensure systems comply with industry standards.
- ✓ Keep internal networks running smoothly.
- ✓ Support administration of servers and server clusters.
- ✓ Manage system back up.
- ✓ Document network problems.

- ✓ Install and maintain network services, equipment, and various devices.
- ✓ Maintain system efficiency.
- ✓ Troubleshoot problems reported by users.
- ✓ Make recommendations for future upgrades.
- ✓ Monitor networks to ensure security and availability to specific users.
- ✓ Evaluate and modify system's performance.
- ✓ Design and deploy networks.
- ✓ Perform network address assignment.
- ✓ Assign routing protocols and routing table configuration.
- ✓ Administer servers, desktop computers, printers, routers, switches, phones, personal digital assistants, smartphones, software deployment, security updates and patches.

3- IT Officer (Feb 2017-Aug 2017)

Organization: Iraqi Salvation Humanitarian Organization (ISHO)

Location: Iraq-Mosul, Salamyia Camp.

Job Role: Information Technology Assistant

Basic Duties:

- ✓ Identify information technology strategies and implement them in line with the Office objectives.
- ✓ Provide client support and technical issue resolution via E-Mail, phone and other electronic medium.
- ✓ Maintain optimum security and integrity of all operating systems and servers at all times
- ✓ Provide and maintain network accounts and fool proof passwords as required
- ✓ Consult with systems users, and management to establish requirements for new systems or modifications
- ✓ Ensure technology is accessible and equipped with current hardware and software.
- ✓ Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- ✓ Maintain wired and wireless networks, desktop and server computers, computer peripheral equipment e.g. printers, scanners, projectors and whiteboards
- ✓ Keep in touch with regional office to maintain the IT SCI policies update.
- ✓ Identify and prepare hardware for disposal when appropriate
- ✓ Ensuring hardware is stripped and secured before disposal
- ✓ Direct contact to Regional office for System updated and any Tasks come from.
- ✓ Maintain SIM number issues and documentation of telecom service provider.
- ✓ Support staff with hardware maintenance in the office or remotely.
- ✓ Daily Support to all field offices remotely.
- ✓ In liaison with Supply chain team, maintain current and accurate inventory of technology hardware, software and resources.
- ✓ Submit regular quarterly progress reports to Finance and IT Director.
- ✓ Participate and represent the IT department in any SC Iraq staff meetings.

4- IT Technician II (Jun 2014 – Jun 2016)

Company: Skylink ISP internet service provider

Location: Mosul, Iraq

Company Industry: Information Technology and ISP

Job Role: Information Technology

Basic Duties:

- ✓ Cellular radio and antenna swaps.
- ✓ Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
- ✓ Check computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
- ✓ Develop and maintain local networks in ways that optimize performance
- ✓ Ensure security and privacy of networks and computer systems
- ✓ Provide orientation and guidance to users on how to operate new software and computer equipment or Mobile phones.
- ✓ Organize and schedule upgrades and maintenance without deterring others from completing their work.
- ✓ Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.).
- ✓ Maintain records/logs of repairs and fixes and maintenance schedule.
- ✓ Assist personnel with installation, configuration and ongoing usability of system hardware and software.
- ✓ Offer daily operations and systems support to personnel.
- ✓ Troubleshoot hardware and software issues in person, remotely and via phone.
- ✓ Assist employees with computer problems and answer their questions.
- ✓ Ensure networks are running smoothly.
- ✓ Troubleshoot and restore systems after crashes.
- ✓ Retrieve forgotten passwords.
- ✓ maintain and monitor network security.
- ✓ Supervise help desk technicians.
- ✓ Keep internal networks running smoothly.
- ✓ Manage system back up.
- ✓ Set up user accounts and passwords.
- ✓ Identify user needs.
- ✓ Ensure network connectivity throughout a company's LAN/WAN infrastructure.

Personal Skills

- ✓ Strong analysis and practical problem-solving abilities.
- ✓ Oral, written and diagrammatic communication skills, with the ability to express complex ideas.
- ✓ Analytic thinking skills.
- ✓ Excellent in calculations skills.
- ✓ Knowledge of logistics and supply chain activities.
- ✓ Excellent communications and interpersonal skills.
- ✓ Self- motivated and able to work as a part of a team.

- ✓ Strategic thinking and commercial awareness of the technology related industries.
- ✓ Organizational, project management and leadership skills.
- ✓ The ability to work in a multidisciplinary team with other engineers.
- ✓ Creativity, innovation and attention to detail.
- ✓ Ability to physically stand, bend, squat, and lift equipment.
- ✓ Able to multitask, prioritize, and manage time efficiently.
- ✓ Develop and maintain installation and configuration procedures.
- ✓ Ability to work under pressure and travel if necessary.
- ✓ Excellence skills in Microsoft Office (Excel, word, PowerPoint, Outlook, Publisher, OneNote).
- ✓ Entry Level Skills in HTML, CSS, JS.
- ✓ Basic skills in AutoCAD Electrical.
- ✓ Advanced PCB design skills using Orcad and Proteus.
- ✓ Good electrical installation skills.
- ✓ Good skills in Programming by C.
- ✓ Entry level skills in programming by C#.
- ✓ Ability to lift, carry, push and pull 75 lbs.
- ✓ Experience of wireless telecommunications.
- ✓ Willingness to take on and learn new tasks.
- ✓ Basic skills in Adobe Products (Photoshop and illustrator).

Achievements

- ✓ Provided on-phone and online support for users of extended campus communication network to facilitate effective operation of IT resources.
- ✓ Delivered troubleshooting solutions to departments and console operators experiencing difficulties with software, hardware, and network connectivity.
- ✓ Implemented improved assessment and analytical techniques for further achievement of identified departmental goals.
- ✓ Drove enhanced performance figures for IT team and department to meet stated management expectations and relevant standards.
- ✓ Learned from IT professionals how to meet the support needs of a fast-paced technology company serving clients around the world.
- ✓ Communicated with company reps and vendors to identify computer products that would support and enhance departmental and company operations.
- ✓ Assisted in implementation of new hardware and software solutions within company to improve workflow and customer service provision.
- ✓ Successfully supervised a team to rebuild SmartLink ISP server room in Erbil-Iraq.
- ✓ Successfully Optimized two sub-sites and towers for SmartLink ISP with a team of two technicians where we accomplished all necessary works like Electrical installations, cabling and other related works.

Languages

- ✓ Native Arabic
- ✓ English (Very good fluency reading, writing and conversation)
- ✓ Turkish (Entry Level Fluency)

Memberships

Iraqi Engineers Union | Membership/Role: Assistant Engineer | Membership year: 2014

References

Marwan Qahtan Altaee

Job Title: HR Officer

Organization Name: Human Appeal Org.

Phone Number: +964.7502257789

Mohammad Abdulsamad

Job Title: Maintenance Engineer

Organization Name: ISHO

Phone Number: +964.7713603006

Mohammad Khawam

Job Title: IT Technician

Company Name: SmartLink ISP

Phone Number: +964.7508377644

Khalid Jamal

Job Title: IT Officer

Organization Name: NCSON Organization

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