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## Education

University of Mosul/ Collage of Electronic Engineering / Communication Engineering department /2017

## Work Experience

### **Farage Printing Industries (April/ 2017 – May/ 2019)**

(Authorized distributor for Xerox: Business Services and Digital Printing Solutions)

<http://www.farage.com/en/>

#### **1- IT Assistant: July 2017 - Present**

- Installation, operation, and maintenance of computer systems and other technologies.
- Client computer hardware and application installation and configuration and maintenance of Laptops, Desktops, Printers, Mobile, MS Windows, MS Office, mail clients, anti-virus and another project software.
- Troubleshoots employee computer and application problems; performs repairs as needed, provides feedback and recommends and implements solutions, upgrades, recovery (HDD, SD) and training.

#### **2- Customer Site Engineers: April 2017 – July 2018**

- Perform full range of maintenance on assigned products; including technical diagnostics, software loads, installation, removal and retrofit.
- Testing equipment, visiting client locations, providing feedback on product development, installing heavy duty printers with all configuration (network, driver, scanning, printing), troubleshooting for heavy duty printer issues.
- Provide customer training on assigned products in accordance with current field procedures.
- Assist other service reps as required with; call support, knowledge sharing & problem resolution.
- Use escalation process to inform Technical Support Manager and customer care of unresolved issues.
- listening carefully to customer concerns and address issues until customer is satisfied.
- Ensure all issues are properly logged.

#### **3- Operator for Xerox Impika compact & hunkeler cutting roll (Printing) July 2018 – May 2019**

- Operator and some maintenance for Impika.
- Operator and maintenance for hunkeler.

## Personal Experience (Self Employee)

1. Maintenance of Computers and Mobiles software and hardware (since 2011)
2. Electrical Engineer at church from (September 2014 – present)
3. Setting up home internet towers.
4. Programming with Visual basic, C language (Since 2011):
  - I. Program for children to teach them the animals name and sounds (Visual Basic).
  - II. Simple Application: book price calculation for Farage company (Visual Basic).
  - III. Special Application: archiving and reporting for Xerox Impika (Visual Basic).
  - IV. Personal programs for encryptions file and license check (Visual Basic).
  - V. Start programming a new simple personal accounting app (C#).

## Computer skills

- Programming language: (Visual studio, turbo C, Borland C and (Matlab, HTML as beginner))
- CCNA and MCSA /beginner.
- Networking.
- Microsoft office (Word, PowerPoint, Excel, Outlook, Beginner in Access)
- Adobe: Photoshop is good, Illustrator is beginner)
- Video editing (Proshow, Sony Vegas, Adobe premiere is beginner)
- Beginning in sound editing (Adobe audition)
- Arduino.
- Multisim.
- Proteus.
- AutoCAD
- Linux Ubuntu (as beginner)

## Reference

Yousif Rafea

MPS & Solutions Manager - Farage Printing Industries.

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## Languages

- Assyrian (mother language).
- English (Excellent in Reading, Writing - good in Speaking).
- Kurdish (Poor).
- Arabic (Fluent).