Ahmd Saad Dagher

Skill Highlights

- Project management
- Strong Communication skills
- Problem solver
- Network specialist
- Innovative
- Service-focused

Contact Information

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Education

Bachelor's Degree in Computer Science, University of Dijlah, 2013

Achievements

- Training course in Test of English as a Foreign Language (TOEFL) Baghdad (2017)
- Training course in Cisco Certified Network Professional (CCNP) In Both Field Routing and switching – Baghdad (2016)
- Cisco Certified Network Associate (CCNA) – Baghdad (2015)
- Training course in using Photoshop - Baghdad (2009)
- Design of storage management database system with barcode reader for The College of science storehouse. C# language was used in this project.
- Training course in visual studio program for design and program web application.

Experience

Operation Manager- 02/2021 to *present*
6262 Iraqi Digital Guide,
Responsibilities:

- Maintain constant communication with management, staff, and vendors to ensure proper operations of the organization
- Develop, implement, and maintain quality assurance protocols
- Grow the efficiency of existing organizational processes and procedures to enhance and sustain the organization's internal capacity
- Actively pursue strategic and operational objectives
- Ensure operational activities remain on time and within a defined budget
- Track staffing requirements, hiring new employees as needed
- Oversee accounts payable and accounts receivable departments
- **Supervise all the archiving operations of in the Federation of Iraqi Chambers of Commerce on Laser fiche.**

- Manage timely data collection to update operations metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service
- Partner with cross-functional support teams in improving the proprietary tools and systems
- Work closely with legal and safety departments to make sure activities remain compliant
- Oversee materials and inventory management
- Conduct budget reviews and report cost plans to upper management

Regional Manager Kurdistan- 09/2020 to 02/2021
Sandoog, Shipping and supply services,

Responsibilities:
- SOP implementation
- Fictional control between Main branch and our branch.
- Direct supervisor on logistics department.
- Direct supervisor on storage
- Direct supervisor on quality department.
- Direct supervisor on marketing department.

Senior Network Engineer, Network Operation Center Department- 07/2017 to 09/2020
Earthlink Telecommunications,

Responsibilities:
  Responsible on Baghdad fiber optic nodes (rings).

- Responsible within the team on EarthLink Data Center.
- Installing and configuring cisco switches, Facebook node, Google node.
- Monitoring the in\out internet traffic for Baghdad.
- Remote management to the Main routers and servers.
- Troubleshooting and configuring all Main wireless links and microwaves (Trango, Air fiber, bridge wave, Mikrotik… etc.)

Team Leader, Transmission Department- 09/2014 to 06/2017
Earthlink Telecommunications,

Responsibilities:

   Dealing with all wireless links in our repeaters such as microwave links (Trango, Bridge wave, Hawaii RTN800 link and SAF), Bunt links (All type of Air fiber links) and other 5GHz links like (Mikrotik).

- Supervising 5 engineers.
- Design data sheet for employees that contain their daily activities and analysis status for each employ, it help the department director to evaluate the employees.
- Maintaining and monitoring EarthLink sites all over the provinces.
- Reporting work activates to the department Manager.
- Fixing on site issues via self-presence or sending technicians and supporting online.
- Coordinating with provinces managers to divide their duties and take the reports from them.
- checking, re-configuring, and updating devices software's

Engineer/Team Leader, Operation Maintenance Center States Department- 09/2012 to 06/2014
Earthlink Telecommunications,

Responsibilities:

- Supervising 20 engineers.
- Design data sheet for employees that contain their daily activities and analysis status for each employ, it help the department director to evaluate the employees.
- Maintaining and monitoring EarthLink sites all over the provinces.
- Online support for the very important costumers.
- Reporting work activates to the department Manager.
- Fixing on site issues via self-presence or sending technicians and supporting online.
- Coordinating with provinces managers to divide their duties and take the reports from them.
- checking, re-configuring, and updating devices software's

References are available up on your kind request.