

## CV

### Personal Data

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**Full Name:** Mohammad Ali Abdulrazaq Fleah.

**Place:** Baghdad.

**DOB:** 18 Jan 1994

**Gender:** Male.

**Marital Status:** Unmarried.



### Summary

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Successful at completing new installations, updates and configuration of network components. Experienced in setting up devices, troubleshooting issues and optimizing settings. Knowledgeable about maintaining current software and hardware to meet user needs.

Responsible Network Technician with comprehensive experience scheduling conversions and cutover. Extensive experience in monitoring, tracking, and evaluating global IT infrastructure incidents.

### Work History

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**Network Engineer**

**09/2014 to current**

**Al-Deqa Office for internet and computer services (An agent for iQ Networks) - Baghdad.**

#### Responsibilities:

- Managed system-wide operating system and software deployments, as well as any related upgrade problems.
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Answered and triaged requests for assistance in order to provide top-notch
- Receive support requests Process over for technical assistance on a wide range of issues related to Software and Hardware.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Evaluated and resolved technical problems for end users efficiently to minimize downtime.

## Skills

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- Network support
- Component installation
- Failure resolution
- Staff assistance
- Root cause analysis
- Data entry
- Conflict resolution
- Debugging proficiency
- Clerical support
- Client assessment and analysis

## Education

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- **Bachelor of Computer Techniques Engineering:** Computer's telecommunication networks **2018**  
**Al Rafidain University College** – Baghdad.
- **High Technician Diploma above Average:**  
Occupational Safety and Health Industrial **2014**  
**Institute of Technology** – Baghdad

## Languages

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- Arabic: Mother tongue
- English: Good

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