



Mohammed A. HAMID

Summary

Experienced IT and Sales management professional with ability to ensure timely and successful delivery of solutions according to the client's need.

Experience

information windows - Sales account Manager

January 2019 - Present

- To call on customers to analyze opportunities, identify key personnel, and develop a strong business relationship.

- Identify needs and coordinate with presales and product managers to develop quotations and solutions in accordance with customer requirements.

- Respond to Request for Proposals on time and be responsible to negotiate and close orders, as well as to assist in case there's an escalation related to payment to ensure payments are issued on time from customers.

Al Mamool Group – IT Help desk & Translator

January 2017 - December 2018

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

- Maintain user PCs, including upgrades and configuration as needed.

- Install, modify, and repair computer hardware and software.

- perform different types of translation like translating documents & Emails, and perform as interpreter on meetings and live phone calls.

- Managing Emails and documents.

Contact

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Iraq - Baghdad/ Al Salihya

[www.linkedin.com/in/](https://www.linkedin.com/in/mohammedaws91)

mohammedaws91 (LinkedIn)

Top Skills

Computer Maintains

Microsoft office

Account Management

Network Operations Center (NOC)

Pre-Sales

Sales Operation

Translation

Communications & Negotiation

Mikrotik's Routing and configuration

Good knowledge of the local market, IT field such as Networking, datacenter and security

Languages

Arabic (Native or Bilingual)

English (Full Professional)

Certifications

Fortinet NSE1

Fortinet NSE2

Diljlah net - Network Operations Center (NOC)

January 2014 - December 2017

- Responsible of customer care by performing remote maintenance and diagnosis on the targeted device and apply fixes when needed, also managing routings and link issues.
- Gathering daily reports by monitoring mapper programs to keep an eye on all available devices and towers.
- Managing Emails, tickets, database, phone calls & monthly reports to my administrators.

Education

University of Baghdad / BSc College of Languages / Dept. of English

Interest

Gym, Traveling, Watch movies and Reading.