Mohammed Basil Ali

● Iraq, Baghdad ●00964 7713533539● Mohammed.basel92@yahoo.com

PERSONAL INFORMATION

- Date of birth: 4 September 1991
- Gender: Male.
- Nationality: Iraqi.
- Languages: Arabic and English

EDUCATION

Dijlah UNIVERSITY, Baghdad

B.S. in Computer Engineering Department.   2010-2014

Concurrent Employment with studies:

- **IT Help Desk engineer / AlMada for IT solutions:** Provide networking/desktop support and perform mainframe and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.

- **WLAN technician:** Provide installation & support to the customers to use internet service via WLAN (Data & voice network points).

TECHNOLOGY SUMMARY

Communications: GSM(2,3G)

Systems: Windows 7/Windows 8/windows 10

Databases: Relational Databases, MS-Access DB

Software: MS Outlook, MS Office 2010/2016

EarthLink Telecommunication

<u>**Service desk Engineer**</u>
7/Oct/2014 –2016

EarthLink Telecommunications is the largest Internet Service Provider in Iraq. provide communication services to home users, enterprises, and government and town in Iraq. EarthLink is approaching its vision to be one-stop shop for connectivity and IT services, including network/Internet connectivity, offering IT solutions, and software development. I have worked with them as an IT support engineer, I'm responsible to provides IT equipment maintenance and installation such as PCs, Laptops and accessories supplement. Furthermore, one of my main tasks is to afford ITC services support locally by visiting client's desk as well as overseas using remote access technologies (Land desk management, team viewer).

Duties:
- Providing first line IT problem investigation and solving in matter of network infrastructure and monitoring issues, computer security.
- Reporting L2 IT issues to the specialist engineer using LANDesk ticketing system.
- Troubleshooting PC's, laptops and mobile devices (setup emails and connect it to a network).
- Administering the IT department's policies and procedures.
- First line support of telecommunication equipment and preparing meetings.
- Display problem: VGA mode, no image, dim, flickering, distorted and Responsible for supporting: Windows /Windows 7/8/10/ Office 2010 and 2016,
- Desktop Support: provide offices by all required IT hardware Stuff (desktop, laptops, docking station, monitors, etc...) to be connected with internet service and ready for customers (employs).
- Handled technical troubleshooting, including system crashes, slow-downs and data recoveries and shared folders MS outlook issues (set up, sending and receiving emails)

Seles EXPERIENCE

Tiraz for Décor, Karbla and Baghdad city

<u>**Designer and sells representative,**</u>
23/Feb/2016 –present

Handled all tasks related to customer services (face to face sessions, outbound services & electronic archiving), as well working sales representative and designer using Kitchen draw (KD) system.

Management EXPERIENCE

Tiraz for Décor, Karbla showroom-Administration Manager
2017-presnt

I am responsible for all tasks and the operations related or assigned to Karbala office.

CUSTOMERS I'VE WORKED WITH

(DHL Company, EarthLink Telecoms Company, Tiraz for Décor)

Training

Internal training ITIL foundation 2011   Online training
CCNA Routing and Switching – Cisco   MK academy

REFERENCES

Abdullah B Ali Rumaila Operation Organization - ROO IT Support Engineer,
                                    Tel: +964 7700362402
                                    E-mail: Abdullah.ali@roobasra.com
Zaid Tarfa, BSC Telecommunication Engineer – Alabsar Company Engineering Department Head
                                    Tel: +964 790 142 1443
                                    E-mail: Zaid.tarfah@gmail.com

Any relevant documents and recommendation letters will be supplied upon request

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