Curriculum Vitae

Personal Information :

Name: Motaz Rafid Hasan Hussein

Surname: Al-Shakarchi

Date of birth: 14-1-1991

Marital Status: Single

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Profile :

- I am an Iraqi engineer with Wide knowledge and experience in the technology and engineering fields , in particular communication, the Internet, computers in its types and smart devices that run on Android and iOS, and because of what has been mentioned I have the experience that I gained from my work in these fields along the past few years, also have experience and knowledge in the Mechanical engineering and exact specialty refrigeration and air conditioning Engineering techniques due my study of this specialization in the Collage of Engineering.

- Some other skills include professional calligraphy and graphic design and some theoretical lessons that include technical fields in the Internet, computer programming languages and how to deal with the Internet.

- Positive in group work, Strong analytical skills, demonstrated leadership and managerial skills, including managing and motivating other staff to achieve objectives; ability to work under pressure and meet tight deadlines; ability to work with those who have different nationalities, backgrounds and with different education levels; excellent interpersonal, communication & evaluation skills and ability to work as a part of a team; ability to write daily, weekly, monthly and quarterly reports, very good command of written, spoken, and reading English.

Education :

- Graduated from College of Engineering Department of Mechanical Engineering / Refrigeration and Air Conditioning Engineering Techniques (2012-2016) at Al-Rafidain University College, City of Baghdad, Iraq.

-Bachelor Degree in Refrigeration and Air Conditioning Engineering Techniques

-High School Degree.

Membership :

- Member of Al-Ghad Professionals Association specialized in computer and technology (2014).

- Member of the Iraqi Engineers Association (2017).

-Permanent Member at Almahata (THE STATION) (2018).

Work Overview :

Manara (2years) experience / Technician Support

Integrated Solutions (2years) experience / Technical Support

Wenk GPS (3years) experience / IT – Marketing

ABMGS -Valiant Integrated Services (3years) experience / Interpreter – Translator – Team Leader

Onyxes Technologies - Zain IQ / Present – IT NOC FO ENG.

Work experience :

- Worked at Manara Company for Internet and computer Maintenance (Iraqi Local Company) As a Technician Support. (2010-2012)

Role:

Computer Maintenance.

CCTV Technician (installation and Maintenance)

Dealing with computer operating systems.

Developing and improving computers and upgrading them.

Dealing with Printers and Scanners Devices.

- Worked at integrated solutions company for technology and information (Iraqi Local Company) as a Department manager of the Technical Support. (2012-2014)

Role:

*Supervising the work of the department, including engineers and technicians

Install Internet Systems and internet access points

Deliver Internet to remote areas wirelessly by establishing contact points from sender to recipient A-B

Manage Internet Interface and Users subscriptions

Set up security surveillance cameras in companies, Houses, buildings, Facilities,

Factories, Shops ,State departments and ministries.. and link them to the Internet

CCTV Technician (installation and Maintenance)

- Worked at Wenk Company for GPS and Tracking systems (Iraqi Local Company) As IT. (2014-2017)

Role:

Dealing with tracking systems through computer and internet connection.
Installation of tracking systems for customers
Maintenance and operate tracking devices
Explain to the customer how to trace his device using the Computer.
Explain how the tracking system works for new employees
Explain how the tracking system works and discusses it with high level government delegations

CCTV Technician (installation and Maintenance)

- Worked at Wenk Company for GPS and Tracking systems (Iraqi Local Company) at Marketing Department. (2016-2017)

Role:

Marketing tracking devices for vehicles and personal mobile to interested entity in this field and increase the profits of the company by attracting quality and quantity of prestigious customers.

- Worked at ABMGS Company for Government Services (American Company) As Interpreters Team Leader and Military trainer at Baghdad Diplomatic support center (BDSC) (2017-2020)

Role:

-Translation of texts and documents from English to Arabic and vice versa

-Interpretation between the Iraqi Special Forces leaders and Commanders of the Iraqi Counterterrorism service and coalition forces supporting Iraq's liberation operations in its fight against ISIS.

-Side by side teamwork with American Advisors by Training Iraqi Special operations soldiers (ICTS) and supporting them.

-Coordinate work and training for Iraqi forces with US advisors and Coalition advisors

-Team Leader of 10 Interpreters

-Team Management by Organizing the Day-Work and Coordinating what the Coalition Forces Advisors Needs of Translators Day by Day

-Interpreting high-level meetings.

- Worked at VIS Company for Government Services (Formerly ABMGS) As Interpreters Team Leader and Military trainer at Baghdad Diplomatic support center (BDSC). (2017-2020)

Role:

-Translation the texts and documents from English to Arabic and vice versa

-Interpretation between the Iraqi Special Forces leaders and Commanders of the Iraqi Counterterrorism service and coalition forces supporting Iraq's liberation operations in its fight against ISIS.

-Side by side teamwork with American Advisors by Training Iraqi Special operations soldiers (ICTS) and supporting them.

-Coordinate work and training for Iraqi forces with US advisors and Coalition advisors

-Team Leader of 10 Interpreters

-Team Management by Organizing the Day-Work and Coordinating what the Coalition Forces Advisors Needs of Translators Day By Day

-Interpreting high-level meetings.

- **Worked at Onyxes Technologies - Zain IQ as An IT Network Operations Center Front Engineer (2020 – Present)**

Role:

- Monitoring all Network operations, IT sites,3G,4G, SGSNs, ROSs and WHs IT networks, Hubs, Switches, internet live graphs, Network Activation operations, Network Alarms, network systems, Links, Leased lines. CCs Voice Traffics, any Network Upload Traffics ,any failure operation inside the Network

- Reporting any issue to the concerned Section to solve it asap

- Reporting any issue to the incident manager to report the customer asap.

- creating Tickets for any incident, updating it, resolving and close it .

- report any issue to the team leader, manager, head manager, and keep them posted.

- contact and emailing all those who responsible for tacking action to solve the critical cases, and make sure everything working fine and settled.

- maintain and configure the Network Hubs, Aps, Lans, Servers, Links, PCs, Routers .

Active 40 working Hrs Per Week.

Professional Experience and Knowledge :

-Flexible and Creative.

-Ability to maintain self-motivation

-Self-disciplined, self-motivated and the ability to organize and prioritize time effectively.

-Ability to manage and lead a team.

-Underlying awareness of the bigger picture

-Ability to think quickly, take the initiative and willingness to make judgment calls

-Ability to work both independently and as part of a team

-Excellent written and verbal communication skills

-Able to work under critical time deadlines and pressures

-Organize information, prioritize and have attention to detail and accurately follow procedures.

Military Experience :

1-Experience with CQBs.

2- Experience and Dealing with Medic Fields.

3- Experience with Movements in the Populated and non-Populated Aeras and Open Fields.

3- Experience with planning a mission by sandbox and explaining Theoretically and practically.

4- good dealings with the EODs and it's types and booby traps .

5-good knowledge with the Fast Rope and How to using it.

6-Good dealing and shooting with the M4 rifle and Glock pistol at shooting Range.

7-dealing with a radio communication.

8- Experience with NVGs and Night Missions.

9-Working in the Shooting House.

10- Excellent experience working as a military trainer and an interpreter.

11- Good dealing with Operations commands.

Spoken Languages :

1. Arabic (Native Language) Advanced: Speaking, Reading and Writing.

2. English & American accent Advanced: Speaking, Reading and Writing.

Extracurricular Activities :

Attended, participated, and organized many activities, training courses, workshops, seminars, and conferences since 2010 till now in Baghdad City and in several other provinces inside Iraq.

Computer Skills :

- Excellent experience in Computer Devices Maintenance Laptop/Desktop.

- Good knowledge of Microsoft Servers.

- Excellent experience in UBNT Devices: install and Maintenance.

- A knowledge of Mikrotik Devices: install and Maintenance.

- Experience in dealing with Internet devices and internet communications broadcasting.

- Excellent experience in Internet application searching and browsing.

- Excellent experience in MS office 2003, 2007, 2010 and XP (MS Word).

- Excellent experience in Preparing Presentations.

- A knowledge of Cisco Devices: install and Maintenance.

- Good knowledge of MS Project.

- Good knowledge of Mat Lab.

- Excellent experience in Microsoft XP, Windows 7 - 8 - 10 and Google Android OS.

- Generally, I am a quick learner to any computer skills.