

Rasha Al-Makhzoomi

Full Name: Rasha Farid Abdulsalam Al-Makhzoomi
Iraq, Baghdad,
Dora Quarter,

Mob. :+9647822802528
Email: reshana.mk91@gmail.com

PERSONAL INFORMATION

Born November 30th, 1991 in Baghdad
Citizenship: Iraq
Marital status: Married

WORK HISTORY

01. 2017 – 03. 2020
(3.1 Years)

AWAL TELECOM (ZAIN PARTNER) Network Operations Center (NOC Engineer)

- Using PRTG Monitoring tool to obtain live system incidents and do an internet service maintenance.
- Giving a proper service to the customers.
- Communicate with the vendors to reach for a solution.
- Periodic KPI Reporting for the management
- IP Configuration (CISCO, UBNT, MikroTik & Huawei)
- Incident Reporting
- Follow the ISPs performance and indicate the issues
- Supervising the field teams for installation and maintenance
- Solve Customer issues
- Working on the point to point devices and links setup such as MikroTik, Air Fiber and support fiber links check to TRM team
- Monitor Fiber Links Power

07. 2014 – 02. 2015
(7 Months)

MINISTRY OF SCIENCE AND TECHNOLOGY In Science administration

- Using Microsoft office programs for printing, scanning documents and signing official letters,& administration

08. 2013 – 06. 2014
(9 Months)

ECONOMY BANK – IRAQ In Counter office

- Managing Bank Electronic accounts (opening new accounts and modifying the existing accounts)
- Safe box management (Managing the salaries of retired people)

EDUCATION

09.2009 – 06.2013

AL-MAAMOUN UNIVERSITY COLLEGE B.Sc. in Computer Science

QUALIFICATIONS

- TOEFL ITP Score: 503
- Cisco Certified Network Association (CCNA) for attending 60 Hours of Training course at MK Net center
- Microsoft office (Excel, PowerPoint, Outlook, Word)
- Worked on Specialized systems related to Banking services (Opening & Closing Accounts, following and managing the transactions)
- Customer Care and Customer Management skills
- Experience on PRTG, CRM Systems (Network monitoring & ticketing systems)
- Specialized Skills on IP Networking such as Mikrotik, CISCO, UBNT Network devices
- Matlab, Basic, C, C++, JAVA, Visual Basic.

Graduation project: Digital Compiler

- By using C++ architecture this program will work as like as the Barcode reader (converting images to text, numbers)