SAMIR M. ALMANASEER

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Date of birth : 07/021981
Nationality : Iraqi & British
Language : Arabic & English
D/L: UAE driving License

PROFESSIONAL SUMMARY

Computer engineer well-versed in troubleshooting and repairing malfunctioning hardware and soft-ware. Devises innovative strategies to resolve recurring computer . Highly skilled at software installa-tion, upgrades, updates and hardware replacement. Specializes in virus removal and performance tweaks. Desktop Support Technician with 10 years providing rapid client-centered technical support. Expertise in identifying root causes. Dedicated IT professional highly effective at maintaining and in-stalling software and hardware for laptop and desktop computers. Seeks a role offering opportunities for long term professional growth and development.

WORK HISTORY

Chandelier Electric
Manager Assistant 2018-2020

Providing lighting designs solutions and suitable lighting.Provides installation consultancy, mainte-nance, and warranty. The ultimate goal is to provide our customers with products and services that meet their expectations.

- *Assist the General Manager as directed*
- *Hire, train, schedule and manage employees*
- *Develop good customer relationships and address customer service needs*
- *Manage purchasing, inventory, maintenance and other operational functions*
- *Liaise between managers, customers and employees*
- *Serve as acting General Manager (GM) when GM is away*

Dell EMC
IT Engineer , 2013 - 2018 at CDA

Handled daily help desk tickets from call placement to problem resolution to follow up.Evaluate and new all hardware parts and software for all Dell machines and tablets.

- *Installing and configuring hardware and software components*
- *Troubleshooting hardware and software issues*
- *Deployments & imaging*
- *Repairing or replacing damaged hardware*
- *Repaired and replaced hardware*
- *Ordered necessary supplies and parts to repair malfunctioning hardware*

Apple
IT Engineer , 2008-2013

Strong Computer Skills and the Ability to Troubleshoot and Diagnose Problems with all Mac devices & iPhones Hardware & Software.

- *Macs devices reassembly such as Mac pro,Mac books, iMac ,Mac mini, iPhone.*
- *Repairing or replacing damaged hardware*
- *Mac OS X experience*
- *Working knowledge of Apple GSX warranty system*
- *Backup Software knowledge*
- *Troubleshoot and handle repair of warranty and non-warranty hardware both Mac and iPhone devices*

Import-Export controller

SAAD ABDUL RAZAK TRADING , 2006 – 2008

- Explaining about the items and displayed it to the customers
- Demonstrate the goods for the customers
- Merchandising
- Develops products for my company
- Making sure that the customer will not leave without buying or at least urge him to come back
- Setting good relationships with the customers and clients through nice conversations
- Preparing the sales orders
- Making sure that the customer will get his delivery on time and call him in case of any delay

ASSISTANT STORE MANAGER
AL MAARIF COMPUTER-BAGHDAD-IRAQ , 2002 - 2004

- Reaching sales targets and increasing profits
- Dealing with customer service issues such as queries and complaints
- Interviewing and recruiting new staff
- Supervising departmental and organizing training
- Overseeing stock control and receiving orders

Education & Certification

Bachelor science in computer
Dell Certificate of Achievement (DCSE)
Dell DCSE 1000 Enterprise Foundations
Dell DCSE 2000 Printers 2016
Dell DCSE 1000 Clint Foundations 2016

HOBBIES

Soccer - Tinnes - Pingpong - Snooker - Barista