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| **OSAMA N MOHAMMED ALI** |  |
| **IT support engineer** |
| Address : Baghdad / Iraq |
| Mobile : +9647804196476 |
| E-Mail : [osacapcom@outlook.com](mailto:osacapcom@outlook.com) |
| Skype : osaalbanna |

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| **Objective** |

* Looking for opportunity where I can build upon my existing skills set and move into roles such as Oracle DBA, SQL developer, SAP system engineer, Linux / UNIX system engineer. I have strong passion about learning about new technologies especially when it comes to Oracle.

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| **Skills** | | |
| **Programming language :** | Java SE , PHP, SQL ,PL / SQL, JavaScript (basics) , HTML |
| **Database :** | Oracle 11g / RMAN , MySQL |
| **Frameworks :** | Hibernate ,JPA ,laravel , Bootstrap |
| **Operating System :** | Linux (Redhat ,Ubuntu , CentOS ) , Windows, Windows server . |
| **Networking :** | SSH , TCP/IP |
| **Software’s :** | Eclipse , NetBeans, VMware / Virtual Box |
| **Educations** | | |

* Bachelor of Computing (Hons) – UCSI University Kuala Lumpur Malaysia

Graduated in May 2013 with CGPA 2.58/4.0

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| **Experience** | |
| **2017 July - Present** | **IT support specialist - Ericsson – Baghdad IRAQ**   * Monitor network devices and traffic using PRTG system. * Use Active Directory to create account for local Ericsson   Manage service team .   * Install router switches when required . * Fix computer software an hardware issues . * Install Linux and configure Linux on servers . |
| **2014 June – 2017 January** | **IT Technician - SHELL - Majnoon Oil Field, Basra IRAQ**   * Monitor and check the status of all IT asset’s at Majnoon Oil field, and make sure the devices such as wireless access points, printers, switches, routers are running properly. * Escalates IT asset’s advance technical issues to the vendor such as HP, AT&T via HP service portal or by calling HP Global help desk. * Follow up on opened tickets and make sure the issue resolved before closing the ticket. * Install IT equipment’s such as PC, Routers if required. * Handle & troubleshoot user’s issues such as wireless connectivity mobile, laptop. * Re-image SHELL users laptop if required and back up there data. |
| **2013 May – 2014 May** | **PHP Web developer - SNONO-SYSTEMS - Baghdad, IRAQ**   * Creating small web applications using PHP, MySQL ,HTML that perform basic operations on the database ADD , UPDATE , DELETE , SELECT. * HTML, CSS PHP web editing using Netbeans IDE. * Installing LAMP server on Linux both Redhat & Ubuntu. * Move Customer Database remotely from old server to a new server using SSH on Linux. * Linux server maintenance / configuration. * Do Computer hardware replacement & installations when required. |
| **Language** | |
| * English * Arabic | |
| **Training & Certificates** | |
| * Oracle Database 10g:SQL Fundamentals * Certificate of Completion: Java Course | |

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| **Personal information** |

* Nationality : Iraqi
* Birthdate : 15 –May -1987
* Marital status : Single

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| **References** |  |

* **Oleg Strizhak**

Shell Iraq IT Site assurance manager

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* **Ammar Albu-Salih**

Shell Iraq IT Site Assurance Analyst

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* **Hasanen nowfel**

CEO of snono systems

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