

MOOTASEM N. ZIARA

Gaza, Palestine

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PERSONAL DETAILS

- Date of Birth: 04/09/1993.
- Marital Status: Married
- Nationality: Palestinian.
- Languages: Arabic (Mother tongue) and English.

EMPLOYMENT HISTORY

- April 2013- Present: Net Stream ISP Company, Gaza.

Technical Support Responsibilities:

In my role as Network Manager I visit clients and ensure their networking works as per their requirements. My responsibilities include

- Ensuring that any network problems are dealt with in the accepted time frame
- Visiting clients to discuss new requirements and improvements
- Managing my team of Network Engineers
- Ensuring that we as a team provide after care support to our clients
- Learning about new networking solutions and trialing these to be able to offer these to our clients.
- Provide technical support for Net Stream clients that are related to ADSL/BSA and WIFI internet issues.
- Troubleshoot ADSL/BSA and WIFI internet problems.
- Team leader for evening team.
- Programming servers Mikrotik.
- Installation and programming of wireless transmitter units

- Sep. 2012 – Jan. 2013 : World Net, Gaza.

Maintenance Manager and fixtures:

In my role as Network Manager I visit clients and ensure their networking works as per their requirements. My responsibilities include

- Ensuring that any network problems are dealt with in the accepted time frame
- Visiting clients to discuss new requirements and improvements
- Managing my team of Network Engineers
- Ensuring that we as a team provide after care support to our clients
- Learning about new networking solutions and trialing these to be able to offer these to our clients.
- Installation and programming of surveillance cameras.

QUALIFICATIONS

2010-2012: GTC – Gaza Office and computer maintenance services

SKILLS AND ABILITIES

- excellent IT skills and technical knowledge
- strong problem-solving skills
- good negotiating skills
- excellent communication and presentation skills
- the ability to take responsibility and be decisive
- the ability to work within a team
- effective planning and organisational skills
- project management skills
- the ability to work under pressure and to deadlines
- a commitment to keep up-to-date with IT trends and developments
- the ability to work within a budget.

REFERENCES

- Mutaz Mushtaha, General Manager at Net stream company – Gaza,
Moutaz@netstream.ps,0599855123
- Abed ziara , General Manager at Worldnet company-Gaza , 0599353191
- Ashraf Sawalhi , Official Wi-Fi at Worldnet company-Gaza , 0599188885