

## **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](mailto:Moutaz@netstream.ps), 0599855123
- Abed ziara , General Manager at Worldnet company-Gaza , 0599353191
- Ashraf Sawalhi , Official Wi-Fi at Worldnet company-Gaza , 0599188885