



# HAMEED ALI

IT Helpdesk / Technician

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## Objective

Computer Tech Post :

Utilizing training and long term experience in computer service and customer support.

### Qualification Highlights

- Build, maintain, and repair computer systems to improve speed, reliability, and efficiency of operation.
- Strive to always promote high quality, results-driven, prompt, and professional customer service and support.
- Assist customers with hardware and software issues "problems".
- Troubleshooting and resolving a wide variety of performance problems, and OS faults, and update systems and applications.

## Work Experience

Computer Tech  
2005 - 2017

### Transworld IT. BH

- Worked as Desktop Helpdesk under contract at **"Council of Representatives"** for six months.
- Work under contract as Computer Engineer (**Technician**) Electricity and Water Authority "for **9 years** since 2007".
- Repair, service, and replace computer parts, cards, and equipment from different brands and generations.
- Perform troubleshooting of Computers hardware and peripheral equipment,
- Identifying problems and providing solutions.
- Carry out a full survey on all EWA buildings, including computer specs, user information data and locations, and provided all data as excel sheets database.
- Install and provide technical support for users working with (Windows XP/7/8 +8.1 and 10) by using Internet access remotely or site visits.

- Install and configure ( Printers, Scanners and photocopiers ) standalone or network, through “LAN or WIFI” with different setups and configurations.
- Install a variety of Operating Systems, and EWA applications including (CSS, SAP, Cascade, IBM Content Manager, Advanced Client, LIMS.. etc).

**Computer Tech**  
2003 - 2004

**Equinox Group. BH**

- Provide customer assistance on products sales
- Provide technical support, repair computers at local workshop, or at users sites.

**Zayani Computers Systems**

**Receptionist**  
2001 - 2002

Worked as Receptionist, and call center operator.

**Assistant Sales  
Supervisor**  
2001 - 2001

**Gulf Air – BH**

- Analyzing sales data.
- Providing sales required reports.

**Computer Tech**  
1996 - 1998

**Top Information Tech – BH**

- Established Company worked as sales and computer software and hardware tech.
- Assembled computer parts and troubleshoots hardware problems.
- Installed printers ( network / standalone) modems, routers and differenet peripherals.
- Installed Operating Systems and all differenet softwares.

**BIT**

**CompTIA A+ Course**

## Education

**Gulf College of  
Hospitality and  
Tourism**  
1999 – 2001

**BTEC National Diploma in Travel and Tourism., 2001**

**Naim Secondary  
School**

**High School Certificate., 1993**

## Skills

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### Technical Skills

Has a thorough knowledge of Operating Systems, Networking, Hardware and Software.

#### Hardware

- Install and service systems, replaced different parts (boards, cpu's, memory chips, PSU's , graphics and sounds cards, hard drives (HDD, SSD or M.2) , compact drives, and all other peripherals such as "scanners, modems, cameras" and a variety of printers "different models".

#### Software

- O/S: Windows 98/2000/XP/Vista/7/8.1/10 and Server 2003/2008/Multipoint, Linux and DOS.
- Software: Microsoft Office , Adobe Photoshop, Ulead Photo Impact.

#### Interpersonal Skills

- Excellent problem-solving skills
  - Ability to quickly recognize / diagnose a problem
  - Ability to prioritize work
  - Ability to work under pressure and meet deadlines
  - Ability to work alone or as part of a team
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### Devan Hari Kumar ( EWA )

ISD Supervisor

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## References

### Roy Rebeira ( Transworld IT )

Sales and Tech Manager

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