

# Moaiad Almusa

SEC Certificated - Membership#780833

**Profile:** Analyze the company's technology needs, develop systems and software, implement hardware and software, conduct tests and maintain ongoing operation of all systems, evaluate the company's system and determine the need for upgrades

## Contacts:

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Location: KSA – Eastern Province

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## Skills:

### Team Management

- Delegation, Motivating and Developing
- Communicating and working with team and others.
- Managing Discipline

### Project Management

- Vcare, Cloud Force, Hyke and ERP.

### Graphs Design

- GIMP and Inkscape.

### IT Security

- Reading CompTIA Security+
- Taking CompTIA Security+ in Abeda institute.

### Purchase Management:

- Request for new Asset, cables, Power extension or anything related to IT.
- Managing Asset.
- Submit invoice to finance.
- Managing the printer cartridges to warehouse.
- Internet modem purchase support and modem battery.
- Repairing laptop support
- Printer repairing support.
- LCD support.
- Sale the old asset to employee or vendor.

## Languages:

- Arabic
- English

## Hobbies:

- Music - Cooking
- Sport - Reading

## Awards:

- 5 Years awards from axiomtelecom
- 5 Years awards from Baker Hughes.

## Experience:

- 2015 - 2022 IT Supervisor  
**axiomtelecom**
- 2014 - 2015 Salesman of home electrical appliance and IT **Mirza Rada Al-Jishi General Contracting Corporation /Activites**
- 2008 - 2014 Electronic technicians and IT  
**Baker Hughes Saudi Arabia Company**
- 2007 - 2008 Generation plants / Operation / maintenance and IT  
**Siberian Sun Saudi Company Ltd**
- 2005 - 2006 A plant hybrid specialist and IT  
**WesternSaudi Arabain Company Ltd**

## Education:

- 2014 - 2016 Hillford University - US  
**Master's degree in Information Technology**
- 2008 - 2015 Arab open University - Bahrain  
**Bachelor's degree in Information Technology**
- 2001 - 2004 Community College - KFUPM - KSA  
**Associate's degree in Electrical, Electronics and Communication Engineering Technology and Technician**

## WORK EXPERIENCE DETAILS:

### Helpdesk Support:

- ERP Support: java setup, setup the web ADI, Host file setup, and browser setup.
- Printer Support: installing USB and network printer, send the printer to the local market for repair and support heavy-duty printer.
- Barcode Scanner: Set up the barcode scanner such as tab, enter, and other configuration for both cable and Bluetooth bar code scanner.
- Formatting the PC and laptop as the company procedure and policies.
- Managing tabs and Bluetooth barcode, connect them together.
- Managing the SIM card (Data SIM Card), expiration, transferred and contacting SIP for any service issue.

### Network:

- Checking the switch and Checking the network cables.
- Install Active Directory and Check the network cabin and fans.
- Contacting the network vendor for series issue.
- Upgrade servers such increase the capacity and RAM.
- Managing the internet connection with SIP.

### Asset Management:

- Purchasement new asset and Create new asset number.
- Transfer asset to employee and Save the asset in proper place and Upgrade asset and Control damaged asset.
- Send the damaged asset to charity

### IT Security:

- Controlling user, Access the users, DHCP control, giving full access user, giving restricted user.
- Add URL for restricted user, Creating VPN.

### IP Phone Call (Avaya System):

- Installing Avaya unit and Finding the correct Avaya IP.
- Creating Avaya number for users and Add zero as requested
- Add double zero for international calling.
- Creating phone directory for all user in all regions.

## Training Details:

Elit (the importance of teamwork), Teamwork, Coaching Skills, CCNA, Windows Server 2012, CompTIA Network+ N10-005, Security+ SY401, ITILv4.