MOHAMMED ALHADDAD
IT Administrator/ IT Trainer

PROFILE

- Passionate IT Administrator/ IT instructor with more than 8 years of experience in the field of technical support, teaching, and training. Looking to obtain a position in a leading company, where my experience and robust educational background will come in full force to exceed the company goals and expectations

CONTACT

PHONE:
00966543383277

EMAIL:
mhalhadd@gmail.com

EDUCATION

Indiana University – Bloomington, IN
2007 – 2013
BACHELOR of Science in Informatics

CERTIFECATES

ITIL Foundation Level (2015)
SAP HANA (2014)
SAP Netweaver (2014)

WORK EXPERIENCE

TUV Rheinland as an IT Technical Support
July 2021– Present

- Recommends and installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems.
- Provides technical support via phone, email, and remote tools.
- Shares update from Corp IT with all users in the office.

Interserve as a Senior IT Instructor
Nov 2015– Nov 2019

- To use the school's schemes of work to provide appropriate teaching and learning for the timetabled classes
- To develop the student's learning in all aspects of the curriculum
- To produce differentiated tasks for able students Set appropriate homework tasks all work thoroughly and promptly
- Create a dynamic and welcoming learning environment in ICT room
- To further raise the profile of ICT within the institute
- To prepare suitable teaching resources
- To support fellow staff in their use of ICT

Future Pipe Industries as a IT Administrator,
Nov 2014– Nov 2015

- Troubleshooting Server, Network & PC related problems
- Maintaining system
- Installing, configuring monitoring of windows based Server, clients and Active directory service.
- Keep users informed of case progress and close resolved incidents
- perform all actions in compliance with IT Policies & Procedures
- Deploy PCs and peripherals to users as directed by the Service Desk
- IT related purchases