

PERSONAL DETAILS

Name : Abdelrahman Jamal Jubran

Date : 22/12/1994

E-mail: Abdelrahmanjubran14@yahoo.com

Location: Al Ain , UAE

PROFESSIONAL SUMMARY

I Have 3 years experience in IT Field represented on Servers and Technical Support

WORK EXPERIENCE

12/2018 - Present

IT Support Specialist, Alef Education, Abu Dhabi UAE

Responsibilities:

- I Provide For All students And Teachers the support to using Alef Platform (Troubleshooting)
- Train Teachers and students to use Alef platform.
- Train Teachers to use G-Suite (Classroom, Drive , Gmail , etc).

Help desk Engineer, Nuqul Group, Amman Jordan

2/2018 - 12/2018

Responsibilities:

- Installing and Configuring Windows Server 2012 and 2008, DHCP,DNS,Active Directory.
- Using Symantec Backup exec 2014 , and Scheduling the data, Configure Tapes, and solve the problem related on backup error (Troubleshooting).
- Using Symantec Endpoint Protection(SEPM) and install the software for all client remotely and install updates for client remotely ,and solve the problem related on SEMP error (Troubleshooting).
- Create Users,Groups and managing all the users and groups and other staff on Active Directory.
- Managing Shared Folders.
- Extension Network Cables and Telephone cables and Installation Phase Plate.
- Support LANs, WANs Network.
- Working on CentOS for Purpose create Users,Groups,make directory,persimmon.
- Provide technical support remotely for 200+ of members using skype for business.
- Responsible for diagnosing and resolving hardware and software, PC Assembling & Troubleshooting, Driver, Installation,Windows Update.
- Monitoring and troubleshooting CCTV equipment's for DVR,NVR,Cameras.
- Maintenance Laptop & PC's Hardware.
- Using Citrix Software .

Technical Engineer, DC4Technology, Amman Jordan

7/2017 - 02/2018

Responsibilities:

- 1- Installing and configuring computer hardware operating systems.
- 2- Support LAN's, WANs, network Troubleshooting system and network problems and diagnosing and solving hardware or software Faults.
- 3- Maintenance Laptop & PC's Hardware.
- 4-Extension Network Cables and instillation phase plate for big company.
- 5- Installation CCTV system.

EDUCATION

Bachelor Degree of Computer Engineer, Al Balqa Applied University – FET

2013 -2017

ADDITIONAL SKILLS

Technical troubleshooting

Microsoft Office

Team leadership

Linux OS

MCSE 2012

Chrome OS

Active Directory

A+

Exchange Server

G- Suite

Certificates

CCNA - CERTIFICATE ONLY FROM JORDAN UNIVERSITY

MCSA - SELF STUDY (YOUTUBE)

GOOGLE CERTIFIED EDUCATOR

REFERENCES

References available on request