# Personal Information:

***Name:***Qusay Riad Hilal Elamaireh

***Place of Birth:*** Jordan - 05/1993

***Nationality:*** Jordanian

***Marital Status:*** Married

***Address:*** Dubai-UAE

***Mobile Numbers (UAE):*****+971 (54) 3874567**

***E-Mail:*** [qusay.amaerh1@gmail.com](mailto:qusay.amaerh1@gmail.com)

\*UAE Driving license

# Academic Qualification:

|  |  |  |  |
| --- | --- | --- | --- |
| ***Certificate*** | ***Specialization*** | ***Place*** | ***Degree*** |
| Bachelors' Degree | Computer information systems | Yarmouk University | good |

# Practical Experience:

* Working in Forth Dimension System (FDS) as a Technical support Engineerfrom **August 2015 till now**.

# Career Summary:

* Configuration and testing of any new hardware and software.
* Travelling to client sites to help with installs, deployment, and troubleshooting for BMC remedy system (Ticketing system).
* Management of the daily data backup and retrieval scheme.
* Installing and operating Windows desktop and server operating systems.
* Training new employees.
* Assistance with training of staff and compiling procedural documentation.
* Ensure computer hardware is safe & complies with health and safety legislation.
* Applying patches in accordance with company procedures.
* ITSM/Remedy Support Engineer

# Projects:

Project 1:

Project Name: **Electronic Health Solution Hakeem (EHS)**

Responsibly: ITSM Engineer

Project 2:

Project Name**:** [**Dubai Media Incorporated (DMI)**](http://www.dmi.gov.ae/)

Responsibly: System Administrator

Project 3:

Project Name**: Dubai financial market** (**DFM)**

Responsibly: ITSM Engineer

Project 4”

Project Name**: Federal authority for government human resources**  (**FAHR)**

Responsibly: ITSM Engineer / System Administrator

# Technical Skills:

|  |  |
| --- | --- |
| * Technical input on a wide variety of projects. * Technical documentation writing and review. * Ability to be clear & concise when explaining technical procedures to customers. * Commercial technical support experience of servers and network infrastructure. * Problem solving. | * Experience info systems migrations. * Excellent customer facing skills. * A positive attitude towards customer service and good communication skills. * Experience of Windows server 20\*\*, Exchange /xp professional / office. |

# Functional Skills:

|  |  |
| --- | --- |
| AREAS OF EXPERTISE:   * SQL * 1st/2nd line issues * Infrastructure support * Server support * Microsoft technologies * Remote support tools * IT Service Management * Business Service Management |  |

# Personality Traits:

Enthusiastic, ambitious, social, and respectful.

# Languages:

* Arabic: Native Tongue.
* English: Very Good.