

Ekram Abdullah

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IT Support Specialist

Motivated IT student with a foundational understanding of information systems and a keen interest in areas like technical support and system administration. Eager to apply and expand my knowledge in a practical setting, bringing strong problem-solving abilities and a commitment to continuous learning.

EDUCATION

University of Sulaymaniyah - Sulaymaniyah, Iraq

Bachelor's Degree - Information Technology (IT) | 2022 – 2025

WORK EXPERIENXE

Kurdistan Save the Children – Sulaymaniyah, Iraq

June– July 2025

IT Support Intern

Provided technical support and troubleshooting for staff systems and hardware during a 100+ hour internship.

- Diagnosed and resolved software, hardware, and network issues for end users.
- Supported installation, configuration, and maintenance of office IT equipment.
- Assisted in improving IT inventory management and system updates.

Pulk Company – Sulaymaniyah, Iraq

July – August, 2025

Intern – IT Support & CCTV Systems

- Delivered general IT support, including troubleshooting hardware, software, Asset support and infrastructure support.
- Assisted in CCTV system setup, covering installation, cabling, camera configuration, and DVR/NVR management.
- Practiced system administration tasks, including configuring user access, monitoring, and maintenance.
- Gained hands-on experience with practical IT solutions, enhancing problem-solving and technical skills.

PROFESSIONAL SKILLS

- **Hardware Support:** PC assembly, troubleshooting, maintenance
- **Software:** Microsoft Office Suite, Outlook, Zoom, Google Workspace
- **Operating Systems:** Windows, Linux (basic)
- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN troubleshooting
- **Time Management**
- **Problem Solving**
- **Adaptability**
- **Social Media Advertisement**

CERTIFICATIONS

- **CCNA | Rebeen Academy - (Aug 2025)**
- **Business Technology & English training | Work Well - (Dec 2024)**
- **Social Media Advertisement | Peshawa Group - (Nov 2024)**
- **Introduction to Logo Design | American Corner Sulaymaniyah - (2023)**
- **Social Media Creative Essentials | American Corner Sulaymaniyah - (may 2025)**
- **Introduction to UI/UX and Media (May 2023)**

LANGUAGES

- **Kurdish** (Native)
- **Arabic** (Intermediate)
- **English** (Intermediate)