

SAIF ABDULAZIZ

Senior Technical Support Engineer

EXPERIENCE

- Oct 2019
Jul 2021

OPERATION MAINTENANCE ENGINEER
Korek | Baghdad

- Led a team in performing routine maintenance and troubleshooting on industrial equipment.
 - Developed and implemented preventive maintenance plans to minimize downtime and increase efficiency.

Jun 2020
Present

SR. TECHNICAL SUPPORT ENGINEER
Earthlink Telecommunication
| Baghdad

- Managed and resolved complex technical issues for a high volume of enterprise clients.
 - Collaborated with cross-functional teams to implement and troubleshoot software deployments.
 - Led customer feedback initiatives to improve product functionality and user experience.
- ## EDUCATION
- Jun 2015
Jun 2019

NETWORK ENGINEERING
Al-Nahrain University | baghdad

I graduated from the Information Engineering program at Al-Nahrain University with a focus on Network Engineering. My education provided a strong foundation in CCNA principles, storage networking, security frameworks, and network management. I developed a deep understanding of networking fundamentals, the design of storage solutions, security practices, and hands-on network administration skills. Through practical projects and coursework, I refined my abilities in troubleshooting and optimizing network performance
- ## CERTIFICATIONS & COURSES
- CCNA R&S

MTCNA

IOT Course by Cisco
-
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Al-Dora , Baghdad

07803818623

Jul 21, 1996

IRAQI

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- ## OBJECTIVE
- Experienced Senior Technical Support Engineer with a strong track record of resolving complex technology issues. Proven ability to provide exceptional customer service and drive problem resolution for large-scale enterprise environments.
- Highly skilled and motivated network engineer with extensive experience in designing, implementing, and troubleshooting complex networks. Proficient in network security, LAN/WAN configurations, and capacity planning. Exceptional problem-solving abilities and strong attention to detail.
- ## SKILLS
- Troubleshooting
 - Problem Solving
 - Customer Service
 - Networking
 - Hardware
 - Software
 - Analytical
 - Communication
 - Teamwork
 - Time Management
 - Repair management
 - Problem-solving
 - Documentation skills
 - Team collaboration
 - office
- ## LANGUAGES
- Arabic | Native
 - English | Advanced