

FARUK MAJEED

IT SPECIALIST

 07802232231

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 Baghdad / Al-Amiriya

WORK EXPERIENCE

IT SPECIALIST - Sabil Alrashed (Super chicken)

- Performed hardware maintenance and upgrades for servers and computers, including RAM, hard drives, and power supplies.
- Installed, configured, and activated operating systems based on employee and departmental needs.
- Managed and maintained local networks, including switches, router boards, UniFi devices, and hotspot configurations.
- Installed and troubleshooted printers, ensuring proper repair and network connectivity.
- Installed, programmed, and configured NVR camera systems; assigned IP addresses, segmented networks, and integrated cameras across multiple floors with the central control room.
- Set up and connected centralized audio (PA) systems for coordinated sound distribution.
- Provided technical support and resolved IT-related issues to ensure smooth daily operations.

IT SPECIALIST - iraqna / IBTS

- Administering internal and external networks, troubleshooting connectivity issues.
- Managing Windows Server environments including Active Directory, Group Policy, DNS, and DHCP.
- Maintaining and configuring physical and virtual servers.
- Full administration of the Laserfiche system: repository management, access control, workflow automation, and forms design.
- SQL Server database management: stored procedures, and database maintenance.
- Providing end-user technical support for hardware and software.
- Managing data backups and system updates.
- Additionally, I performed Help Desk duties, including maintenance and troubleshooting of employees' computers, printers, and routers

FTTH Technical support- Earthlink

- Provided technical support for internet services, including resolving all internet-related issues for Al-Watani Internet users.
- Diagnosed and resolved customer issues efficiently.
- Documented service tickets and prepared technical reports.
- Configured network devices and performed troubleshooting.
- Worked with OLT systems to ensure stable and reliable connectivity.
- Performed ONT/ONU and router configurations for field technicians through remote access to their computers

EDUCATION

2019 - 2023

AL-TURATH UNIVERSITY

COMPUTER SCIENCE

TECHNICAL SKILLS

- Strong knowledge of Laserfiche administration: repository setup, user access roles, Forms creation, Workflow development.
- Proficient in SQL and database management: SQL Server.
- In-depth experience with Windows Server (2012/2016/2019): Active Directory, DNS, DHCP, Group Policy.
- PC hardware and software maintenance: troubleshooting, OS installation, driver updates.
- Network configuration and troubleshooting: LAN configuration routers, switches , router setup (MikroTik, UniFi), hotspot management, and IP addressing.
- creating and managing Virtual Machines (VMs) using VMware Workstation
- General IT administration for day-to-day company operations.
- Experience with CCTV & NVR Systems ,Audio Systems printer setup, and user support.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).

SOFT SKILLS

- Strong problem-solving and troubleshooting skills.
- Ability to work under pressure and within a team.
- Good communication and documentation skills.

COURSES AND CERTIFICATIONS

- MCSA
- IT Help Desk Support Training
- CompTIA A+