

Ahmed Saeed Qader

Erbil-Iraq

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Professional Summary: Resourceful and detail-oriented IT Support Specialist with over 6 years of hands-on experience in technical support, IT asset management, and customer service across multi-site operations. Proven ability to diagnose and resolve hardware, software, and network issues efficiently, while delivering remote support using tools Skilled in Active Directory administration, data analysis. Adept at managing multiple tasks, training non-technical users, and creating technical documentation. Known for being proactive, reliable, and meticulous, with strong communication and time management skills. Seeking to contribute technical expertise and problem-solving capabilities to a dynamic and growth-oriented organization.

Education

Bachelor in Computer science	Bayan University – Erbil	2016 – 2020
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Training

CompTIA A+ (IT Help Desk Course)	Udemy	2024
Training Of Trainer (TOT)	Bun Organization	2022
CCNA Academy (Networking)	CIS College	2021
Human Development (Course)	Nma Organization	2018

Work Experience

IT Help desk	Mustawfy Group	2019 – current
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- Diagnosed and resolved hardware, software, and network issues across diverse environments
- Provided IT support to over 300 employees and 140 market locations in Erbil, Sulaymaniyah, and Mosul
- Installed and configured operating systems and essential applications for servers, desktops, and laptops
- Supported onboarding and IT setup for new Team Mart branches and Mustawfy Group employees
- Designed and delivered training presentations for staff with limited computer literacy
- Generated detailed technical reports for IT management
- Performed data entry and system updates for proprietary platforms including Scale System, Soma, and Stock System
- Set up and maintained meeting rooms with conferencing equipment and projectors
- Provided remote support using RDP, AnyDesk, mRemoteNG, and TeamViewer
- Managed users and groups via Active Directory (AD)

- Applied knowledge of TCP/IP, DNS, DHCP, and VPN for network troubleshooting
- Used CMD and PowerShell for basic administrative tasks
- Deployed operating systems using Virtual Machines for servers and workstations

Assets Management

Mustawfy Group

2019 – 2025

- Managed IT assets for subsidiaries including Team Mart, Koch, and Logistic
- Registered and tracked equipment using serial numbers via the local Stock System
- Generated reports and conducted monthly/annual inventories
- Repaired damaged IT equipment and performed data cleaning and analysis
- Created presentations for managerial reporting

Market Manager

Mustawfy Group

2018 – 2019

- Built and trained a team to manage market operations
- Collected customer feedback and reported to relevant departments

Sales Precision

Yahia Center

2023 – 2025

- Supervised the accounting department
- Developed an Excel-based system for managing customer data
- Identified customer needs and generated monthly reports

Skills Summary

• **Communication & Customer Service**

Strong interpersonal and communication skills; experienced in managing customer interactions and delivering effective support

• **Technical Troubleshooting & Diagnostics**

Expertise in diagnosing technical issues, optimizing outcomes, and providing remote support using tools like

• **IT Operations & Support**

Skilled in networking, system troubleshooting, hardware repair (laptops, computers, printers), RAM and hard drive upgrades, and virtual machine setup

• **System Administration**

Proficient in Active Directory user and group management, basic CMD and PowerShell scripting

- **Data & Software Proficiency**

Experienced in data cleaning and analysis, Microsoft Office Suite (Excel, PowerPoint, Word, Outlook), basic SQL and database management

- **Time & Task Management**

Effective multitasker with strong time management skills; able to prioritize tasks and work independently with discipline and reliability

Language

Kurdish

Native

Arabic

Advanced

English

Advanced