

Tareq Zeyad Aziz
Erbil, Kanjan Life-Building M | Mosul, Al-Hadbaa
Mobile: +964 770 282 5268 | +964 750 346 1001
Email: It.taerq.mosul@gmail.com
[LinkedIn: linkedin.com/in/tareq-ziyad](https://www.linkedin.com/in/tareq-ziyad)

Professional Summary

Results-driven IT professional with over 8 years of progressive experience, including 3+ years in direct help desk support. Excel as the first point of contact for IT incidents via phone, email, and in-person, delivering timely hardware, software, network, and application resolutions with a customer-focused approach to minimize business disruption. Proficient in Windows 10/11, Microsoft 365 (Outlook, Teams, SharePoint, OneDrive), Active Directory, ITSM tools (ServiceNow, Jira Service Management), and remote desktop solutions (RDP, TeamViewer), endpoint protection, and knowledge base management, with a proven record of improving IT support efficiency in NGO environments.

Education

Bachelor of Computer Sciences
College of Computer Sciences and Mathematics, 2008

Professional Experience

ICT Supervisor

MSF Switzerland March 2021 – May 2025

- Managed and monitored the performance and security of IT systems, including hardware, software, and networks, across multiple locations.
- Provided advanced technical support for end-users both on-site and remotely, diagnosing and resolving system failures, hardware issues, and connectivity problems to ensure minimal downtime.
- Installed, configured, and maintained operating systems, business applications, and network equipment, following best practices for security and efficiency.
- Oversaw and maintained regular system backups, managed system updates, and ensured comprehensive antivirus protection for all endpoints.
- Coordinated with external vendors and service providers for procurement, maintenance, and incident resolution, ensuring reliable IT operations.
- Maintain the IT asset inventory including equipment tracking, tagging, and lifecycle management.
- Identify recurring issues and suggest improvements for processes and support efficiency.
- Ensure end-user compliance with IT security policies, including password hygiene and device protection.
- Reported security incidents and suspicious activities to the IT security team
- Collaborating with procurement staff to purchase hardware and software.
- Monitored IT system alerts and performed proactive resolutions to prevent downtime.

IT Officer

International Rescue Committee November 2020 – February 2021

- Configured, maintained, and monitored servers, network security protocols, and endpoint protection, safeguarding data integrity.
- Provided advanced technical support, responding to incidents through Service Now and resolving hardware, software, and connectivity issues.
- Provide in-person and remote IT support to employees across all departments.
- Led installation and updates of operating systems and business applications; maintained system backups and antivirus solutions.
- Install, configure, and troubleshoot operating systems (Windows 10), Microsoft 365 applications, and collaboration tools such as Teams and OneDrive.
- Provide timely and effective support for hardware, software, network, and application issues.
- Assist in training staff and end-users on best practices and troubleshooting techniques.
- Maintained and updated knowledge base articles and user guides for common IT issues, improving self-service resolution by 30%.

IT Assistant

International Rescue Committee September 2017 – November 2020

- Repair or replace malfunctioning hardware components as needed.
- Oversee printer maintenance, ensuring proper functionality and managing supply inventory.
- Installed, managed, and maintained computer hardware, software, and network equipment in field offices.
- Executed system updates, backup procedures, and antivirus deployments to safeguard IT assets.
- Maintained documentation of IT inventory and incident reports; recommended upgrades and improvements.
- Diagnose and resolve end-user problems, escalating complex issues to higher-level support as needed.
- Perform software deployments, updates, and license management in coordination with the IT systems team.
- Perform setup, imaging, and deployment of workstations, laptops, and peripherals for new and existing staff.
- Assist in onboarding new employees by setting up IT accounts and providing system access
- Coordinate repairs and warranty claim for defective hardware with vendors or suppliers.
- Identify recurring issues and suggest improvements for processes and support efficiency
- Recording, tracking, and documenting the problem-solving process through to the final resolution.
- Keeping track of technological advancements and trends in IT support.
- Collaborating with procurement staff to purchase hardware and software.
- Perform routine maintenance tasks such as updates, patching, and disk cleanup to maintain performance.

Self-Employed Technician

Mobile and Computer Maintenance Shop June 2012 – June 2017

- Provided troubleshooting, installation, and repair services for a wide range of IT hardware and software.
- Maintained and updated client systems, including operating systems and security software.

Help Desk Support

At Beta ISP for Internet Services June 2012 – June 2016 (Part-time)

- Installed, configured, and maintained networking devices, providing remote and on-site technical support for hardware and connectivity issues.
- Assisted in documenting recurring issues and standard operating procedures.

Technical Expertise

- **Operating Systems & Applications:** Proficient in Microsoft Windows 10/11 installation, configuration, and troubleshooting; strong expertise in Microsoft 365 suite (Outlook, Teams, SharePoint, OneDrive).
- **User & System Management:** Experienced in Active Directory user/group management, Exchange administration, and account provisioning in enterprise environments.
- **Networking:** Solid knowledge of fundamentals (TCP/IP, DNS, DHCP, VPN) and resource connectivity, including printers and shared drives.
- **Hardware & Deployment:** Skilled in troubleshooting (PCs, laptops, printers, mobile devices), imaging, setup, and deployment of workstations/peripherals.
- **ITSM & Tools:** Extensive hands-on with ITSM/ticketing systems (ServiceNow, Jira Service Management); proficient in remote desktop tools (RDP, TeamViewer).
- **Security & Maintenance:** Adept at endpoint protection (Microsoft Defender, antivirus, encryption), MFA setup, policy enforcement, patching, updates, and license management.

Soft Skills

- Excellent communication and interpersonal skills, delivering customer-oriented support with a professional, patient, and proactive approach.
- Strong analytical and problem-solving capabilities, with attention to detail for efficient issue diagnosis and resolution.
- Ability to manage multiple tasks, prioritize effectively, and work independently or collaboratively in team settings.
- Reliable, detail-oriented, and adaptable in multicultural, fast-paced NGO environments, emphasizing cultural sensitivity and initiative.

Certifications & Training

- CompTIA Security+ (SY0-601) Threats, Attacks, and Vulnerabilities, December 2024
- IT Security Foundations: Network Security, December 2024
- Fortinet NSE 4 FortiGate Security, May 2023
- Fortinet NSE 4 FortiGate Infrastructure, June 2023
- CompTIA A+ Certification, March 2017
- MikroTik Certified Wireless Engineer (MTCWE), September 2016
- MikroTik Certified Network Associate (MTCNA), June 2016
- Cisco CCNA1 (Network Fundamentals), 2008

Languages

Arabic (Native), English (Professional), French (Basic)