

Mohammed Azeez

IT Support Engineer

📍 Erbil , Iraq



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Professional Summary

Results-driven IT Support Engineer with 3 years of experience in providing technical support, troubleshooting hardware/software issues, and optimizing system performance. Skilled in network administration, including configuring and maintaining routers, switches, and firewalls.

Professional Experience

IT Support Engineer

Scope Sky | Erbil | Oct 2023 – July 2025

- Provide technical support to end-users, resolving hardware, software, and network issues.
- Install, configure, and maintain operating systems, applications, and IT infrastructure.
- Monitor and maintain network connectivity, troubleshooting connectivity issues.
- Troubleshooting network and system issues.
- Provide training and technical guidance to users on tools and systems.
- Coordinate with vendors for warranty or service-related issues.

Graphic Designer & Web developer

Tour Expect | Erbil | Aug 2022- Sep 2023

- Design graphics for digital and print media (e.g., social media, websites, brochures, ads, banners).
- Create logos, branding materials, infographics, and layouts.
- Work closely with marketing, product, and content teams to understand project goals and deliverables.
- Design, code, and maintain websites or web applications using coding and Wordpress.
- Work with databases like MySQL, MongoDB, or PostgreSQL.

Education

Bachelor's Degree in Information Technology (IT)

Polytechnic University , 2018-2021

Languages

Kurdish | Native

English | Fluent

Arabic | Upper Intermediate

Technical Skills

- Troubleshooting and Diagnostics
 - Networking: TCP/IP, DNS, DHCP, VPN, Firewalls
 - Virtualization: Virtual Box, VM ware
 - Hardware: PC Assembly, Servers, Printers, Peripherals
 - Software: Microsoft 365, Active Directory
 - Programming , Web Development
 - Security: Endpoint Protection, Patch Management, Backup Solutions
 - Scripting & Automation: PowerShell
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Soft Skills

- Strong problem-solving and analytical skills
- Excellent communication and customer service
- Ability to work independently and in a team
- Adaptability to new technologies
- Paying attention to the details
- Time management
- Creativity and Critical thinking