

# YASSER MAHDI ABDUL HADI

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📍 Baghdad

## PROFESSIONAL SUMMARY

Innovative Help Desk Analyst with experience in prioritizing customer satisfaction while providing technical support. Successful in providing network support, troubleshooting and maintenance to 100 workstations. Personable communicator while assisting with technical issues and training.

## SKILLS

- Troubleshooting
- Microsoft office
- Help Desk Operations
- Network systems installation
- Network Troubleshooting
- Networking Hardware Installation
- Improvement tracking
- Regulatory standards
- Process flow analysis
- Relationship building
- Adobe Software

## EDUCATION

**Al Hussein Engineering  
University**  
Karbala-Iraq • 06/2011

**Associate of Science:**  
Computer Engineering Science

## WORK HISTORY

**Menzies Aviation** -IT Supervisor  
**Baghdad, Iraq** . 07/2022 - **Current**  
**IT Help Desk Analyst**  
**Baghdad, Iraq** • 06/2021 - **Current**

- Documented transactions and support interactions in system for future reference and addition to knowledge base.
- Built and provided basic end-user troubleshooting and desktop support on Windows and Citrix.
- Resolved technical issues by troubleshooting.
- Used ticketing systems to manage and process support actions and requests.
- Defined and documented technical support best practices.
- Installed and updated hardware, software and applications on PC devices.
- Maximized use of hardware and software by training users and interpreting instructions.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Trained and supported end-users with software, hardware and network standards and use processes.

- Professional development completed in Networking, Logics, Artificial intelligence, Projects management. Calculus and analytic geometry.
- Dissertation: Drones Controlling Systems.

## CERTIFICATIONS

- EHS - Environmental Health and Safety Professional.
- Maintenance of electronic devices, GE.
- Course of [CCNA 200-301](#)
- Course of AI-900: Microsoft Azure AI Fundamentals

- Identified and solved technical issues using diagnostic tools and tactics.
- Provided customer support and technical support to 25 customers daily.
- Assisted customers with troubleshooting issues encountered while using hardware or software, providing actionable tips to resolve problems.

### **Al-Khairat Power Plant - Process Control Engineer**

*Karbala-Iraq • 12/2013 - 02/2017*

- Established project schedules and monitored tasks to meet milestones during each phase.
- Developed documentation, including diagrams and specifications, to meet project requirements and regulatory standards.
- Provided technical assistance to my immediate supervisor when issues arose.
- Led team of 3 technicians on several complex projects.
- Maintained exemplary conduct at all times, whether onsite or at client's facility.
- Reviewed processes, identifying areas that required improvement.
- Maintained all technology documentation, providing updates and addendums when required.
- Evaluated safety processes and procedures to check safety of working conditions.

### **Roads and Bridges Authority - Computer and Maintenance Computer Engineer**

*Karbala • 06/2011 - 07/2012*

- Worked closely with managers to maintain optimum levels of communication to effectively and efficiently complete projects.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Maintained energy and enthusiasm in fast-paced environment.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Identified issues, analyzed information and provided solutions to problems.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.