

Sajad Ahmed

TECHNICAL COMPUTER ENGINEER

Basra | Iraq

Mobile: (+964) 781-882-1538 | Email: sajad.ahmed2@hotmail.com

CAREER OBJECTIVE

“High-energy and dedicated IT Help Desk Technician with 2 year of experience assisting colleagues in analyzing and problem-solving technical issues with workable solutions. Forward-thinking and team-oriented with a proven history of thinking strategically and initiating action to meet deadlines. Recognized by management and colleagues as an individual who takes on challenges and new responsibilities, and gets things done right.”

“Organized, professional, and hands-on network engineer looking to leverage system architecture and network management skills towards supporting large-scale growth and optimization initiatives. Flexible researcher and fast learner eager to pursue advanced software development and implementation efforts for an established business.”

Area of Interest

- ➡ Server administrator
- ➡ IT administrator
- ➡ IT project manager
- ➡ Technical support engineer
- ➡ Network Engineer
- ➡ Network Security Engineer

WORK EXPERIENCE

Company: Earthlink
Client Earth Baghdad
Position Held: Technical support engineer
Period: January 2023 – April 2023
Location: Iraq – al Dianiyah

This position is responsible for providing excellent customer service and support to our valued customers. You will act as the main point of contact for customers, addressing their inquiries, resolving any issues they may have, and ensuring their satisfaction with our products and services.

Roles & Responsibilities: -

- Maintain highest customer satisfaction rates through continuous communication with the customer and speed resolution of the tickets.
- Handle receiving calls or emails requests from customers or sales ensuring opening a ticket in the system and monitoring the tickets resolution times and status.
- Provide fix and resolutions for network outages.
- Monitor the system for issues with Tunnel, open tickets if any issues arise.
- In-case of need for escalation to NOC, report the issue to team leader for analysis and further routing.
- Monitor network elements for exception conditions.
- Assist in resolution of basic Service Problem from repeater to end user upon notification of service problem (proactive & reactive).

WORK EXPERIENCE

Company: Earthlink
Client: Earthlink
Position Held: IT Help Desk Officer
Period: January 2020 – January 2021
Location: Iraq – Baghdad – Baghdad Governorate

This role provides support for desktop IT and internal enterprise network/IT issues handling help desk requests for Hardware, Software, email, IP Phone, application support...etc.

Roles & Responsibilities: -

- Perform software and hardware maintenance for the company equipment, including but not limited to (Laptops, Desktops, Workstations, Printers, Fingerprints, Network Switches, and Access Points, IP Phones, Telepresence, Cameras, and CCTV related equipment).
- Troubleshoot multiple variations of Internet connectivity, handling multiple types of modems, routers, networking devices, GUI interfaces, and administrative utilities.
- Configure and troubleshoot email clients
- Troubleshoot and resolve technical issues related to company applications, software, Hardware, attendance, cameras, access, VPN, Telephony, email...etc.
- Deploy physical servers in Data center locally and remotely.
- Perform local and remote installations of devices such as CCTV equipment, IP Phones, Telepresence, Workstations, servers.
- Perform basic administration tasks like (Create, delete, modify users and groups in identifying management systems).
- Ensure Adherence to IT Service Support function budgets.
- Manage IT Applications installations, desktop IT and software licenses.

WORK EXPERIENCE

Company: Daw Alfada
Client Daw Alfada
Position Held: Site Supervisor
Period: May 2022 – January 2023
Location: Iraq – Baghdad – Baghdad Governorate

This position is responsible for handling the daily on site tasks of the field technicians' in terms of coordination, implementation, execution, control and completion of deployment projects in their specialized technical area given it is radio/power/fiber ensuring consistency with company strategy and goals and achieving required SLAs.

Roles &Responsibilities: -

- Provide input on equipment and properties to perform mechanical analyses related to cables.
- Understanding of applied mechanics, materials and processing, mechanical testing, and optical transmission and provide technical teams with diagnosis and assistance handling complex technical problems.
- Ensure that network operations deployed are safe and efficient by monitoring network performance, advising planned maintenance schedules, adjusting hardware components.
- Provide support during deployment phase to technical deployment supervisors and project managers to deliver infrastructure on time and to industry standards.
- installation, modification and removal of equipment, switching equipment, power systems, cable racks, supporting AC power, wireless system cell site components and new emerging technologies such as broadband and customer-premises wireless solutions.
- Manage technical analysis of projects using software planning tools.
- Be a critical thinker and perpetual learner who is excited to solve problems.
- Perform other duties as assigned.
- Communicate the wiring plan and equipment lay-out prior to the installation if needed.

WORK EXPERIENCE

Company: Earthlink
Client: Earthlink
Position Held: Al-Watani Network Monitoring Engineer
Period: June 2023 – present
Location: Iraq – Baghdad – Baghdad Governorate

This position is responsible for monitoring network performance continuously based on 24 hours shifts to ensure any delays, stoppage, outages are reported to Network Operation Center and resolved immediately.

Roles & Responsibilities: -

- Responsible for reporting results of monitoring network health.
- Monitor all core services and access network for any potential performance problems (utilization, intrusion, etc.) and respond in a timely manner to any anomalies to ensure network availability.
- Document bugs and issues related to network performance and liaise with NOC to resolve outstanding issues, and Incidents.
- Handle network performance monitoring on continuous basis to ensure 100% Network uptime.
- responsible for providing full monthly reports for the status and the availability of service VLANs delivered to the customers whether there is an interruption in the service or service unavailability.
- responsible for handling the follow up of FOC operations initiated by the FOC team, checked by NOC team and done by the contractor(s).
- responsible for providing 24/7 Monitoring regarding All the current detailed information of the environmental systems for the IRQNBB sites status.
- Report the problems to Network Monitoring Manager and ensure continuous monitoring of any indicators of Network Slowness or outages.

Education Credential

Degree	Institution	Year
BSc Technical Computer Engineering (Graduation Project: Chatbot Ai Using Python)	Islamic University AL Qadisiya	2024

Technical Skills

Computer-Aided Design (CAD)
Microsoft Office
Network Administration
IT Support & Troubleshooting
Accounting

Certification

Course	Institute	Location
CCNA	Mknets.	Iraq
CompTIA A+	Professor Messer.	Online
CompTIA Network+	Professor Messer.	Online
CompTIA Security+ SY0-701	Professor Messer.	Online
Integrated communications engineering	My Communication Iraq.	Online

Core Competencies

- ✪ Professional, Growth Oriented, Easy Adaptive and Quick Learner.
- ✪ Talented, Independent, Responsible, Hardworking, and efficient in analytical complex solving issues.
- ✪ An absolute team player with good communication skills.
- ✪ Ability to deal with a diverse range of cultures and nationalities internationally.
- ✪ Highly competent self-motivated, hard-working with the ability to rapidly learn and apply new skills.

Personal Details

Name	Sajad Ahmed	Languages	Arabic, English
Date of Birth	31-1-2001	Marital Status	Single
Sex	Male	Nationality	Iraqi

Declaration

I (Sajad Ahmed) hereby declare that the above information given by me is true to the best of my knowledge.

References Available on Request

Yours Sincerely,
(Sajad Ahmed)