

SAIF HAMEED



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About Me

I am a skilled **Network Engineer and System Administrator** with extensive experience in managing networks, servers, and IT systems across multiple platforms. Proficient in **Cisco and MikroTik networking, Windows and Linux server administration, cloud platforms (AWS, Azure), and automation with PowerShell, Bash, Ansible, and GitLab CI**. I am passionate about **optimizing IT infrastructure**, ensuring **security and system reliability**, and delivering efficient technical solutions.

EXPERINCE

IT Network Operation & system administrator support ||CMA-CGM Region Iraq locations (Baghdad, Basra, Umm Qasr & Erbil) (2025-1 to NOW)

- Server management (Windows & Linux)
- Active Directory, DNS, DHCP, Group Policy
- Network configuration & troubleshooting (TCP/IP, VPN, VLAN)
- Virtualization (VMware, Hyper-V)
- Cloud platforms (AWS, Azure)
- Veeam Backup & disaster recovery solutions
- PowerShell & Bash scripting
- Security administration & user access control
- System monitoring & performance optimization
- Technical documentation & troubleshooting

IT system administrator || TRUST Technology Solutions (2024-2 to 2024-12)

- Active Directory and Employee Email Management
- Cloud Services Management (microsoft Azure & AWS)
- Setting up new users and giving them access to the intranet
- Managing and maintaining the file servers
- Operating the firewall for the organization
- Monitoring the internet connection for security risks
- Employing the latest security protocols

contact center representative Dep technical support || IRQNBB Earthlink telecom

(2023-3 to 2024-2)

Providing technical support to subscribers and agents of optical cable Monitor network performance and cutouts

Control of fiber optic network devices

IT network & system support office || altaif islamic bank (2020-4 to 2022-1)

Providing office technical support, application support, information systems, employee account management, server printers and IP PBX systems and CCTV system

☐ **Education**

Al-Turath University College — *Bachelor's Degree in Computer Technology Engineering*

☐ ***Graduated: 2020***

Skills

- Networking: Cisco Routing & Switching, Palo Alto Firewall
- Servers & Systems: Dell, HP, IBM Servers; Windows Server 2019; Microsoft Azure
- Telephony: IP PBX Systems (3CX)
- Business Applications: Microsoft Dynamics 365, Microsoft Office Suite
- Security & Surveillance: CCTV, NVR, DVR Installation and Maintenance
- Automation & Scripting: Create custom scripts to automate various tasks and workflows using Python, Bash, Ansible, and GitLab CI

☐ **Certificates & Courses**

- CCNA (Cisco Certified Network Associate)
- MTCNA (MikroTik Certified Network Associate)
- MCSA 2019 (Microsoft Certified Solutions Associate)
- Microsoft Exchange Server 2019 Administration
- Red Hat Enterprise Linux 9 Administratio