

Liven Nabeel Kindo

Talented, ambitious, and hardworking professional Senior IT analysis with extensive skills and experience in information technology, networking, and support. With a proven track record of delivering high-quality solutions and support, I excel in dynamic and challenging environments. My comprehensive technical knowledge and commitment to excellence enable me to effectively address complex IT issues and contribute to the success of any organization.

Profile:

Birth Date: June 24th, 1997.

Nationality: Iraqi

Address: Erbil, Ankawa

Gender: Male

Contact:

Phone: +964 750 302 1788

E-mail: livengandos5@gmail.com

E-mail: liven.kindo@gmail.com

LinkedIn: [linkedin.com/in/livenkindo](https://www.linkedin.com/in/livenkindo)

Languages:

English: Fluent

Arabic: Fluent

Kurdish: Fluent

Professional Skills:

- Network Configuration.
- Programming & Automation.
- IT Project Management.
- Technical Support.
- Troubleshooting.
- Vendor Management.
- Microsoft Power Platform.
- SharePoint & SAP.
- Proficient in Microsoft O365.

Work Experience:

Halliburton Worldwide, Erbil & Basra

Senior IT Desktop Analyst

June 2024 – Present

- Support company digital transformation initiatives to enhance operational workflows and data management. i.e. coordinate with the IT third party vendor to install and operate AI Corva application on rig sites and company offices to monitor the drilling operations with the executed project.
- Oversee the design, implementation, and maintenance of the company IT infrastructures, including data centers, servers, and field communication networks.
- Coordinate with IT cybersecurity teams to implement company cybersecurity protocols which protect sensitive operational data, intellectual property, and critical infrastructure.
- Ensure IT compliance with company regulations, such as HSE and environmental standards.
- Manage IT projects all over MENA region such as deployment of specialized software for executed projects.
- Manage IT contracts and build relationships with registered company vendors and service providers (ISP).
- Conduct training programs for fresh IT engineers regarding IT tools and systems to deliver professional services to company users.

Halliburton Worldwide, UAE - Dubai & Abu Dhabi

IT Desktop Analyst

March 2024 – June 2024

- Designed and developed the Toolbox Talk application to support multiple company product service lines, enhancing the efficiency of daily meetings by capturing session details and attendance while addressing specific business needs.
- Deliver IT support from company MENA HQ to multiple countries such as Iraq, Oman, Saudi and Kuwait resolving user's technical issues and ensure uninterrupted system functionality.
- Conducted thorough analysis of user requirements, proposing innovative IT solutions and presented to higher management.
- Collaborated with IT remote teams to ensure the successful and timely completion of the project.

Education:

Erbil Polytechnic University

Technical Eng. College.

Bachelor degree in Information

System Engineering Department.

2015 - 2019

Certificates:

- Power Apps / *Udemy*.
- 200-301 CCNA / *CISCO*.
- CISCO – Networking Course.
- Microsoft Power Apps / *Madarek Institute*.

Halliburton Worldwide, Erbil & Basra**IT Desktop Analyst**

July 2022 – March 2024

- Create and manage IT incidents in the ServiceNow (SNOW) system, ensuring accurate documentation of user issues, adherence to established resolution procedures, and timely closure upon successful resolution.
- Monitor and respond to user requests in the ServiceNow (SNOW) system, ensuring the delivery of requested items in compliance with established approval processes.
- Address network-related issues at rig sites by tracking and following up with users, and liaise with Internet Service Providers via email and phone to ensure timely issue resolution.
- Oversee inventory levels of IT hardware and consumables, collaborate with the procurement team to initiate Request for Quotations (RFQs) for required items, and process purchase requests through the SAP system.
- Develop and implement four custom applications (VRF, OOH, BRF, VBF) using Microsoft Power Platforms to streamline processes, enhance user experience, and achieve cost savings by reducing reliance on paper and printing.
- Conduct regular site visits to rig locations to assess user satisfaction, identify potential issues, and engage in discussions to provide solutions and enhance overall user experience.
- Provide comprehensive technical support and assistance to users, both remotely and on-site, ensuring efficient resolution of software and hardware issues.
- Monitoring network performance, availability, and reliability.
- Troubleshooting and resolving network issues, including hardware and software problems.

Mared Al-Iraqiya Company, Erbil**IT Helpdesk**

October 2020 – July 2022

- Install and configure various hardware and software systems, including laptops, printers, racks, android devices, and security cameras.
- Perform remote troubleshooting throughout the Kurdistan region using diagnostic techniques.
- Identify the optimal solution based on the issue and the details provided by users.
- Handling calls and emails concerning computer issues and communication systems.
- Performing repairs and upgrades on hardware and software systems.
- Propose enhancements to existing procedures.
- Evaluate and test new technology.