

Personal details



Hussein basil Al-Saadi



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Baghdad



August 18, 2001



Male

Skills

Hardware Troubleshooting

Software Troubleshooting

Problem Solving

Customer Service

System Maintenance

Team Collaboration

Technical Support

Network Configuration

Languages

Arabic

English

Profile

Experienced IT professional with a strong background in providing comprehensive technical support and resolving complex hardware, software, and network issues to ensure optimal system functionality with hands-on experience in managing and resolving a wide range of technical challenges, aiming to leverage skills in a dynamic IT environment to support business objectives and improve user experiences.

Education

High school diploma

Sep 2016 - Aug 2019

Al-Saydiya Industrial School, Baghdad

Employment

IT

Oct 2023 - Aug 2024

Next Level Gaming Center, Baghdad

Provided technical support and troubleshooting for hardware, software, and network issues.

IT

Aug 2024 - Feb 2025

The Matrix CyberCafe, Baghdad

IT-Manager

Mar 2025 - Nov 2025

The Matrix CyberCafe, Baghdad

planned, coordinated, and directed the organization's computer-related activities to ensure its technology aligned with business objectives.

Managed and maintained the company's IT infrastructure to ensure optimal performance and security.

Developed and enforced IT policies and procedures to comply with industry standards and regulations.

Monitored network performance and resolved complex technical issues to minimize downtime.

Implemented strategic IT initiatives to enhance system efficiency and business continuity. Coordinated with vendors and service providers to acquire, install, and maintain hardware and software. Oversaw IT budget planning and resource allocation to optimize operational costs. Provided comprehensive technical support and troubleshooting to optimize hardware, software, and network functionality in a fast-paced environment. Collaborated with cross-functional teams to align IT systems with organizational goals and improve user satisfaction.

Established and maintained disaster recovery and data backup procedures to safeguard critical information.