

KHATTAB NAFFAA HOOBI

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Summary

Recent Computer Engineering graduate with hands-on experience in networking, systems monitoring, and IT support. Familiar with tools like Zabbix and Windows Server, and skilled in troubleshooting technical issues. I'm ready to take on new challenges and grow in the professional environment I'm applying for as a Maintenance Engineer, aiming to develop my skills and contribute effectively.

Experience

Network and Systems Monitoring Specialist | Cytech – Dec 2024 – Present

- Monitored Zabbix and servers to ensure 99.9% system uptime.
- Provided technical support to internal users, reducing ticket backlog by 30%.
- Coordinated update testing for 911 systems, ensuring zero downtime during rollouts.
- Diagnosed and resolved network issues, supporting secure operations across departments.

IT Helpdesk Support | Digital Land – Aug 2024 – Nov 2024

- Delivered prompt IT support for hardware, software, and network issues.
- Handled setup, configuration, and maintenance of devices and peripherals.
- Performed updates, installations, and patches to maintain device integrity.

Skills

Technical Skills: Zabbix, Windows Server, Networking (Routing & Switching), System Troubleshooting, Microsoft Office

Soft Skills: Communication, Teamwork, Problem Solving, Time Management

Education

BSc. in Computer Engineering | University of Technology, Baghdad | Graduated: June 2024

Baghdad College High School | GPA: 3.7/4.0 | Graduated: October 2019

Certifications & Courses

- CCNA Training (Completed) – Self-study.
- Continued development in routing, switching, and infrastructure troubleshooting.

Languages

- Arabic (Native)
- English (Professional Proficiency)