

ABDULLAH QAHIR

IT

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PROFILE

Dedicated and results-driven IT & Network Technician with hands-on experience in computer maintenance, office technical support, and ISP network operations. Skilled in troubleshooting hardware and software issues, configuring switches, managing LAN/WAN networks, and handling fiber-optic installations and wireless links. Strong background in MikroTik systems, network monitoring, and delivering fast, reliable technical solutions. Recognized for excellent communication skills, problem-solving abilities, and providing high-quality support to end users. Always committed to improving system performance and ensuring smooth, stable IT operations.

PROFESSIONAL EXPERIENCE

Network support engineer , Golden spark

Jan 2025 — Apr 2025

Baghdad, al-mansour

- Managing and supporting ISP network infrastructure, including configuration, monitoring, and troubleshooting.
- Monitoring network performance and diagnosing connectivity issues for enterprise and residential users.
- Implementing and managing VLANs, DHCP, PPPoE, and bandwidth management for large-scale networks.
- Providing Level 1 & Level 2 technical support to customers and resolving network outages efficiently.
- Working with switches, access points, and diagnostic tools to ensure optimal network performance.
- Documenting network configurations, topologies, and troubleshooting procedures.
- Collaborating with the NOC team to analyze and respond to network events and service degradation.

IT, Baghdad tourism island

Apr 2025 — Present

Baghdad

- Installing, configuring, and troubleshooting computers, operating systems, and office applications.
- Managing and maintaining printers, scanners, and peripheral devices, including driver setup and network printing.
- Handling all office IT issues, including software errors, hardware faults, and user support.
- Configuring and troubleshooting network switches, patch panels, and LAN cabling.
- Working with fiber optic networks, including splicing, testing, and resolving fiber cuts and signal loss.
- Installing and supporting wireless links (point-to-point & point-to-multipoint) and outdoor wireless equipment.
- Diagnosing network issues related to performance, connectivity, and hardware failures.
- Maintaining asset inventory, documenting incidents, and ensuring smooth IT operations across the workplace.

EDUCATION

Baghdad college

Oct 2015 — Nov 2021

High School Diploma , Baghdad

Al-Nahrain University

Oct 2021 — Apr 2025

Bachelor's Degree in information engineering/systems
department , Baghdad

Ranked 1st in the Department, demonstrating strong academic performance and advanced technical understanding.

TECHNICAL SKILLS

Hardware troubleshooting
Software installation
Network troubleshooting
Switch Configuration & VLAN Management

Fiber Optic Splicing & Testing
Wireless Networks (Access Points, Point-to-Point Links)
Microsoft office skills

INTERNSHIPS

Internship , Aswar

Nov 2025

Baghdad

COURSES

A+, CompTIA

CCNA, Techno Hub

Oct 2023 — Dec 2023

CCT (cybersecurity technician), AUIB

Jun 2023 — Aug 2023

Network +

ADDITIONAL INFORMATION

- **Languages:** Arabic , English