

ALI AYOOB SABRI

Kurdistan Region Of Iraq \ Erbil Governorate

0 750 305 9661

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To work in Information Technology services role to provide the highest levels of services, troubleshooting, solutions, satisfaction, best planning and designing for the needed solutions.

WORK EXPERIENCES

2022 - AUGUST 2025

SENIOR IT SUPPORT ENGINEER, CREATE-IT (INTERNATIONAL IT SOLUTION COMPANY) (UAE-DUBAI)

Responsible on the help desk support for the company clients, doing a scheduled site visits to the client sites, provide the reports, controlling the work by using the datto, auto task ticketing system, supporting remotely the other needed sites. Worked on the client's data centers, troubleshooting the servers, organizing the racks, upgrade the server's hardware, software, doing the periodic maintenance, check up its health status and record, report to the line managers, worked on the client's data centers, Azure cloud, troubleshooting the servers, organizing the racks, upgrade the server's hardware, software, doing the periodic maintenance, check up its health status and record, report to the line managers.

2020 - 2022

IT HELPDESK ADMINISTRATOR II, TALABAT (INTERNATIONAL FOOD ORDERING COMPANY) (IRAQ-ERBIL)

Responsible on the help desk support for the computers, software, hardware, cctv, VPN connection, printers, servers, network infrastructure, reporting to the head quarter in UAE, using the ticketing system Jira, snipe it for the assets, responsible on more than 120 users deployed in 4 locations in Iraq (Erbil, Duhok, Sulaimania, Baghdad), in addition also supported the other company branches in the other countries remotely, coordinating with the vendors, suppliers.

2019 - 2020

IT OFFICER, GULF KEYSTONE PETROLEUM (INTERNATIONAL OIL COMPANY) (IRAQ-ERBIL)

Responsible on the help desk support for the computers, software, cctv, hardware, servers, network infrastructure, point to point connections, printers, sites tower, VPN connection, responsible on 2 production facilities sites, warehouse, construction camp, drilling site, using the Azure cloud, Microsoft Office 365 admin site, Avanti ITSM tool. Responsible on the production sites data centers that includes HPE servers, each PF includes 5 servers, doing the periodic maintenance, check up its health status and record, report to the line managers.

2009 - 2019

TECHNICAL TEAM LEADER, PIRMAM GROUP (IT SOLUTIONS COMPANY) (IRAQ-ERBIL)

Responsible on the planning and installing the entire infrastructure network for the global energy companies (TAQA Global, TOTAL, ORYX Petroleum, Repsol), installing point to point internet service lines from the main internet service provider towers, installing CCTV and security systems for the companies, factories and offices, installing, deploying the data centers, servers, racks, cabling, install all the offices, companies infrastructure, dealing with the big brands such as CISCO, FortiGate, UBNT, MikroTIK, Checkpoint, HUGHES.

EDUCATION

2006 - 2008 (UAE-DUBAI)

MICROSOFT CERTIFIED SYSTEMS ENGINEER, NEW HORIZONS INTERNATIONAL ACADEMY

Long term full track courses from Microsoft (MCSE, MCTS, MCSA, MCP) with (CompTIA A+ & CompTIA N+).

KEY SKILLS

- Servers' installation, deployment, data centers.
- Networking, all the layers L1, L2, L3.
- VMware, Hyper-V, Azure Cloud, Exchange.
- Backup and Disaster Recovery.
- Point To Point Wireless Communications.
- Troubleshooting and help desk support.
- Wired and wireless Communications.
- AWS, Azure, Google Cloud.
- Cctv, voip, printers, UPS, Rack, Cabling.
- Hardware, software.
- Network storages.
- Ticketing systems (Jira, Ivanti, Trello, Auto Task, Datto, Remedy).
- Project management, Vendors, Suppliers.
- Support all the types of the computers, laptops, workstations, all in one.

CERTIFICATIONS

- Reference letter from Media Watch ME FZ LLC, UAE-Dubai issued in 2007.
- Microsoft international certificates (MCSE, MCSA, MCTS, and MCP) certified since 2008.
- United Nations-UN/UNRWA certificates on courses completion in Syria issued in 2010.
- Business management course from European-Syrian training center in Syria issued in 2010.
- Autodesk certificates from New Horizons computer learning centers in Syria issued in 2010.
- Letter of appreciation from ExxonMobil Energy Company in Iraq issued in 2013.
- Letter of appreciation from Map Group company in Iraq issued in 2013.
- Cisco CCNA Certification from Sites Power institute in UAE issued in 2014.
- Nordic Medical Services certification in Iraq issued in 2014.
- Letter of appreciation from PIRMAM Group company-IT solutions in UAE issued in 2014.
- IELTS Academic English certification with 6.5 score in online issued in 2014.
- Letter of appreciation from DNO petroleum company in Iraq issued in 2015.
- Attendance certificate for training course from Kurd Sky company issued in Iraq in 2016
- Training course certifications from SICURO company in UAE issued in 2017, 2018, 2020.
- Data analyst tracks certified from UDACITY Institute by the 1 million Arab coders initiative issued in 2018.
- Certificate from AMIDEAST, Iraqi Pruners, Ruwaad Al-Iraq for completing in Iraq issued in 2019.
- Certified from the GTS – Al Mansoori for the HSE roles in Iraq issued in 2019
- Letter of appreciation from Gulf Keystone petroleum company in Iraq issued in 2020.
- Certified from Cambridge international school examination center online issued in 2020.
- Certified from the Canadian institute in Project Management course online issued in 2021.
- HSE passport with training course from TTOPCO issued in Iraq issued in 2023.
- Reference letter from TTOPCO for the temporary work contract, issued in Iraq issued in 2023.
- Certified from OSHA academy 75hrs training courses on the HSE with 55 certificates issued in 2023.
- Certified from DAHUA Technology on a training course issued in 2024.
- HSE passport with training course from ANTON Chinese international oil company in Majnoon oil field (BOC) issued in Iraq issued in 2024.
- HSE \ PTW-EPTW electronic passport holder from ANTON Chinese international oil company in Majnoon oil field (BOC) issued in Iraq issued in 2024.

SPOKEN LANGUAGES

- Arabic (mother tongue)
- Kurdish (mother tongue)
- Turkmen (mother tongue)
- Turkish (fluent reading, writing)
- English (fluent reading, writing)
- Azeri (fluent reading, writing)

PERSONAL INFORMATION

Nationality:	Iraqi
Birth Day:	11 \ August \ 1988
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Driving License:	Hold a valid driving license issued in Iraq-Erbil