

ABD AL-RAZAK ABD AL-RAHMAN

Technical Support | Network Management | Customer Solutions | Sales

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SUMMARY

Versatile professional with 2 years of technical network support experience combined with 2 years in retail sales. Expertise in MikroTik and Cisco network configurations and ISP monitoring, complemented by strong customer relations skills in electrical appliances and lighting sales. Proven ability in inventory management, stocktaking, and delivering customer-focused solutions that bridge technical knowledge with sales excellence.

EDUCATION

- 2019 - 2022 • Eng .of Computer TEC
Bachelor: Dijlah University
- 2017 - 2018 • Technical Instructors Training institute
institute Department : Electricity

EXPERIENCE

- 11/2024 - Present • Technical Support Network Engineer
Iraq, Baghdad
Fiber X
Fiber X is a growing ISP providing fiber and wireless internet services, focusing on reliable connectivity and responsive technical support for both residential and business clients.
 - ISP network infrastructure monitoring, which involves various levels of switches and routers operating status as well as fiber and wireless links.
 - Assisting customers and resolving network-related issues.
 - Handling configuration of client switches and wireless devices from different vendors (Cisco, MikroTik, Mimosa, UBNT).
 - Ensuring customer satisfaction during and after issue resolution.
 - Following standard procedures for proper documentation, reporting, and liaising with the core team to resolve complex technical issues.
- 10/2023 - 11/2024 • NOC Engineer
Iraq, Baghdad
SawadLand for Information Technology and Internet Services Ltd.
SawadLand is a growing ISP providing fiber and wireless internet services, focusing on reliable connectivity and responsive technical support for both residential and business clients.
 - Monitoring network infrastructure performance using PRTG and Dude.
 - Tracking the status of switches, routers, fiber, and wireless systems.
 - Detecting and resolving network issues before service impact.
 - Monitoring performance indicators and ensuring quality of service.
 - Coordinating with support teams for proactive fault resolution.
- 03/2021 - 09/2023 • Sales
Iraq, Baghdad
Crystal Ammar Lighting Store
Company Description
 - Managed end-to-end sales process from customer greeting to transaction completion.
 - Conducted regular inventory stocktaking and monitoring of product levels.
 - Processed invoices and handled financial transactions with accuracy.
 - Provided professional consultation to customers on suitable lighting products.
 - Built strong customer relationships through effective communication and flexibility.
 - Achieved sales targets by understanding customer needs and offering appropriate solutions.

SOFTWARE SKILLS

odoo DUDE Network Monitor PRTG Network Monitor Office Cisco IOS MikroTik RouterOS