

Osama Hashim

IT and System Engineer

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Professional Summary

IT Engineer with strong experience in system administration (Windows/Linux), network troubleshooting, and end-user technical support. Proven expertise in managing server infrastructure (WSUS, WDS, DNS, DHCP, Backup), deploying/maintaining networking devices (Cisco, Mikrotik), and resolving complex connectivity issues. Adept at implementing security policies, data recovery strategies, and providing advanced support. Holder of industry certifications including CCNA, RHCSA, MTCNA, and MCSA.

Education

Bachelor's - Computer Science, 10/2021 – 05/2025
University of Technology, College of Computer Science, Department of Cyber Security Baghdad, IRAQ
I studied Cybersecurity, Programming Languages (C++, python, VBS, HTML, JS).

Professional Experience

Technical Support Engineer, *Hala FTTH for Internet services via optical cable.* 11/2023 – 03/2024
Baghdad, Iraq

- Delivered frontline technical support to end-users, resolving internet connectivity issues promptly and effectively.
- Configured, maintained, and troubleshot customer-premises equipment (ONT) and network devices (Mikrotik routers/switches).
- Utilized ODOO (ERP), CRM, and SUS systems to manage customer interactions, service provisioning, and support tickets.

System Administrator, 03/2020 – 11/2021
GDSC (Google development students club) in university of technology Baghdad, Iraq

- Managed deployment, configuration, and maintenance of end-user devices for the university student club.
- Administered key Windows Server features including WSUS, WDS, DNS, DHCP, and implemented backup solutions.
- Provided technical support and resolved complex system issues for club members and events.

Site Engineer, High Tech 2025/6
Baghdad, Iraq

- Installation, configuration, and maintenance of IP CCTV systems (Fixed, Zoom, PTZ cameras) from multiple vendors.
- Hands-on experience with Huawei PowerCube 500 (installation, configuration, and troubleshooting).
- Configuration and alignment of Cambium wireless links (point-to-point and point-to-multipoint).
- Performing site surveys, cabling, and network infrastructure preparation for surveillance systems.
- Troubleshooting and resolving hardware and network issues related to CCTV and wireless systems.
- Coordinating with teams to ensure project delivery within deadlines and client requirements.

CORE QUALIFICATIONS

System Administration: Windows Server (WSUS, WDS, DNS, DHCP, Backup), Linux Administration, User Account Management, Security Policies, Patch Management, Data Recovery.

Networking: TCP/IP, DNS, DHCP, NAT, Routing & Switching Fundamentals, Network Security Concepts, Cisco IOS (Basic Configuration), Mikrotik, CCTV Cameras.

Troubleshooting: Network Diagnostics (Ping, Traceroute), Hardware/Software Issues, Connectivity Problems.

Systems/Platforms: ODOO, CRM, SUS.

Programming/Scripting: Python, C++, VBS, HTML, CSS, JavaScript.

Certificates and Courses

- CCNA
- MTCNA
- MCSA
- RHCSA (Admi 1)