

FARSAT SADEQ RAFEA

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Professional Summary

IT specialist with over three years of experience delivering end-to-end IT support across organizations of various sizes. Skilled in diagnosing and resolving complex technical issues, managing multiple workstreams, and contributing to diverse projects while consistently delivering results on time. I am currently seeking an opportunity to apply my expertise and continue growing in the IT field.

EDUCATION

MSc Computer Science, York St John University, London, UK

SEP 2024 – SEP 2025

BSc Computer Science, Soran University, Soran, Iraq

NOV 2017 – JUN 2021

WORK EXPERIENCE

Supervisor - Nandin Bar & Restaurant, London

2024 – Present.

Key Responsibilities:

- Managed daily venue operations, including opening/closing, system checks, and technical setup.
 - Supervised front-of-house and bar teams, ensuring high standards of service and teamwork.
 - Handled staff rotas via **Bizimply**, stock control, and supplier ordering.
 - Provided IT support, troubleshooting Wi-Fi, POS, and device connectivity issues.
 - Assisted the General Manager with admin tasks and menu updates.
 - Resolved customer inquiries and issues, maintaining a positive guest experience.
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IT Specialist - MODERN SURVEYING CALIBRATION AND TESTING LABS (MSCL) ERBIL, IRAQ
JUN 2023 – SEP 2024

Key Responsibilities:

Technical Support and Troubleshooting:

- Provided support for hardware, software, and network issues across five partner companies, assisting over 250 employees and ensuring quick resolutions and minimal downtime. (Remote and on-site support).

IT Infrastructure Management:

- Oversaw operation and maintenance of servers, networking equipment, and software systems to maintain optimal performance and high availability (service continuity)

Security Implementation:

- Maintain security measures on servers and end-user devices to remediate threats, prevent unauthorised access, and enhance security posture.

Vendor Coordination:

- Managed relationships with vendors for IT equipment and services, ensuring compliance and quality support, and procurement.

Training and Evaluation

- Trained employees on IT systems to boost productivity and evaluated emerging technologies for process improvements.
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IT Support - LUCID SOURCE, ERBIL, IRAQ

AUG 2021 – JUN 2023

Responsibilities:

Customer Support and Issue Resolution:

- Responded promptly to IT support requests and collaborated with the NOC team to resolve problems efficiently.

Network Monitoring and Management:

- Monitoring Cisco network switches, IP telephones, access points, CCTV cameras, and PCs using the PRTG monitoring tool.

Server Configuration and Support:

- Managed Windows Server 2019, including configuration, monitoring, and storage management.

Software Support:

- Configured and supported Office applications (SAS, Word, Excel, PowerPoint, Visio, Project)

Hardware Installation and Maintenance:

- Installed Windows 10 and 11 on PCs, configured network switches (CISCO and MikroTik), and an Ubiquiti access point. Managed fibre optic cable installation and maintenance for various settings.

Produce technical Documentation:

- Documenting processes and procedures and business-related information and sharing them centrally for peers' access and reference.

PROJECTS & EXTRACURRICULAR ACTIVITIES

Computer Exhibition Soran University, Soran University

MAR 2020 - MAY 2020

Project Aim: The exhibition showcased the annual achievements of IT students, promoting innovation and interdisciplinary learning

Role: As the organiser, I coordinated logistics, managed participation, and promoted the event to successfully showcase the achievements of the IT department

IBM, Sohag University, Sohag, Egypt

JUN 2019 - JUL 2019

Project Aim: During my IBM internship in Egypt, I participated in a global cloud computing programme, gaining hands-on experience and completing a technical exam

Role: Participant

Achievements/Outcome: Certificate of Cloud Application Developer 2018 Mastery Award for Students (2019)

VOLUNTARY WORK

Tarin Net, Soran, Iraq

June 2020 - July 2020

Leading high-speed Iraqi ISP, delivering a range of high-speed internet services to one million users

Role: Participant

SKILLS

Programming languages: Python, C#, C++, PHP, HTML, Java, JavaScript, SQL Server

Computer software/ frameworks: Microsoft Office, Adobe Photoshop, Microsoft Teams, Zoom, SAS.

Languages: Kurdish, Arabic, English

Certificates: IBM Cloud Application Developer 2018 Mastery Award For Students (2019)