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Education

Bachelor of Computer Sciences
College of Computer Sciences and Mathematics, 2008

Professional Experience

Admin and Operations Assistant

International Rescue Committee

January 2018 – November 2020

- Performing office duties that include ordering supplies and managing a records database.
- Managing Correspondence: Handling emails, and other communications to ensure timely responses.
- Report logistics challenges and propose solutions to Ninawa Field Coordinator.
- Support the disposal or transfer of assets according to IRC policies.
- Handling invoices, budgets and purchase orders.
- Oversee receipt, storage of goods.
- Scheduling and prioritizing meetings, appointments and events.
- Manage senior executives' travel logistics and activities, including accommodations, transportation,

ICT Supervisor

MSF Switzerland

March 2021 – May 2025

- Managed and monitored the performance and security of IT systems, including hardware, software, and networks, across multiple locations.
- Provided advanced technical support for end-users both on-site and remotely, diagnosing and resolving system failures, hardware issues, and connectivity problems to ensure minimal downtime.
- Installed, configured, and maintained operating systems, business applications, and network equipment, following best practices for security and efficiency.
- Oversaw and maintained regular system backups, managed system updates, and ensured comprehensive antivirus protection for all endpoints.
- Coordinated with external vendors and service providers for procurement, maintenance, and incident resolution, ensuring reliable IT operations.

IT Officer

International Rescue Committee

November 2020 – February 2021

- Configured, maintained, and monitored servers, network security protocols, and endpoint protection, safeguarding data integrity.
- Provided advanced technical support, responding to incidents through Service Now and resolving hardware, software, and connectivity issues.
- Conducted on-site and remote troubleshooting for system failures, network outages, and user support requests.
- Led installation and updates of operating systems and business applications; maintained system

backups and antivirus solutions.

IT Assistant

International Rescue Committee

September 2017 – November 2020

- Delivered technical support and troubleshooting for end-users, ensuring high availability and reliability of IT services.
- Installed, managed, and maintained computer hardware, software, and network equipment in field offices.
- Executed system updates, backup procedures, and antivirus deployments to safeguard IT assets.
- Maintained documentation of IT inventory and incident reports; recommended upgrades and improvements.

Self-Employed Technician

Mobile and Computer Maintenance Shop

June 2012 – June 2017

- Provided troubleshooting, installation, and repair services for a wide range of IT hardware and software.
- Maintained and updated client systems, including operating systems and security software.

Help Desk Support

Beta ISP for Internet Services

June 2012 – June 2016 (Part-time)

- Installed, configured, and maintained networking devices, providing remote and on-site technical support for hardware and connectivity issues.
- Assisted in documenting recurring issues and standard operating procedures.

Work Skills

- Exceptional leadership, decision-making, and organizational skills
- Analytical mindset and problem-solving capabilities
- Excellent written and verbal communicate
- Time Management, Attention to Detail
- Excellent Communication and Interpersonal Skills
- Proficiency in Word, Excel, PowerPoint, Outlook, and equivalent platforms
- Adaptability and Flexibility.
- Ability to work both independently and collaboratively
- Proficient in managing complex schedules and prioritizing tasks using the Microsoft Outlook platform and other online calendar systems.
- Anticipating challenges and finding solutions under pressure.
- Very Good in Experience in overseeing budgets and expenses

Languages

Arabic (Native), English (Professional), French (Basic)