

CURRICULUM VITAE

Personal details



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Date of birth: 6/3/1992
Address: Baghdad, Iraq
Gender: Male
Nationality: Iraq

CV

Work experience

IT Officer

ACF Organization

My responsibilities were :

March 2020 –
June 2024

- 1- Provide (ICT) technical support services to end-users.
- 2- Troubleshoot, resolve and keep reported records of users' problems & solutions offered
- 3- Service and maintain printers and other IT hardware
- 4- Format and install drivers and other software on Desktops, Printer\scanners, laptops - making sure only authentic/genuine software is installed
- 5- Manage backup systems for critical data and make sure that backup is stored in both hard drive server and cloud locations as necessary
- 6- Ensure users utilize information technology in an effective and productive/proactive way. In this regard:
- 7- Advise users on effective and efficient use of ICT tools and facilities (software and hardware).
- 8- Liaise with users to determine their ICT training needs, and developing and implementing IT training plans. Particularly, training users in application software used by the organization.
- 9- Planning, design, documentation and implementation of various systems to include desktops, Laptop PCs, servers' network equipment, software applications and Multi photocopier scanner machines...etc.
- 10- Provide on-call/remote technical support to Field Offices. Regularly perform on-site (Roving) support across field offices supported
- 11- Produce monthly monitoring reports for field visits and support offered
- 12- Keep an up-to-date inventory of hardware and software resources within
- 13- Recommend Information Technology policies, and procedures by evaluating organization outcomes, identifying problems, evaluating trends, and anticipating requirements.
- 14- Provide induction and User Guide packages for newly joining staff.
- 15- Collaborate with the line Manager to:
- 16- Install, configure, and maintain security for LAN/WAN, Internet, wireless, and remote access services at in accordance with Service Level Guidelines and IT Operations Handbook.

Implement new software systems, and undertaking upgrades of existing systems, ensure active Anti-virus use on all computers in line with the standards and guidelines, in collaboration with Country Office IT Specialist

Ensure 100% availability of IT systems and services in - (both local area network and for remote data communication/connectivity), and Internet connectivity.

Manage Mosul Office's Internet Service Providers' relations & liaise with them when necessary to resolve internet service issues promptly.

Assists in planning, design, documentation and implementation of various systems to include desktops, Laptop PCs, servers' network equipment and software applications.

Create and maintain good technical documentation, for ICT Tracking equipment and asset management.

Provide support to create a disposal plan for IT equipment as per the depreciation policy.

4- Additional tasks

On request perform any other additional duties assigned by the supervisors in order to allow the organization to function optimally.

This job description is not a definitive task list but has been done to clarify the responsibilities of the employee.

Reports to: Support Services Manager

February 2020_
January 2017

Logistics Assistant

IOM

My responsibilities were :

- **Procurement**

- Process procurements falling under in accordance with Concern Procurement policy and
- Donor's regulation.
- Apply a smooth, efficient and timely fashion procurement from Supply Request to Final Delivery point
- Apply and smooth validation from all relevant Managers, for all necessary documents which
- compose a purchase file and data entry

- **Asset Management**

- Ensure that all assets procurement are done as per donor's regulation with support of the
- Logistics Coordinator
- ☐
- Liaise with the different stakeholders, field Logistics Officer and IT Assistants/Officer, and
- share all necessary documents (invoice, customs clearance documents, user manuals,
- maintenance sheet) for an accurate Asset Management

- **Warehousing**

- Liaises with logistic and warehouse team to collect and adjust Warehouse reports
- and all warehouse movements
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Support team in Warehouse capacity needs and cargos size calculations

- ☐ Complete/Update the weekly/monthly stock reconciliation/movement report and
- share.
- ☐ Emergency response

Education

October 2011 - June 2015	Bachelor in engineering Nahrain University IT engineer
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Course/certification

April /2018	MTCNA • CLOUD FOR NETWORK
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June/2018	CCNA • self study
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Certificate

November/2015	time management Iraqi center for democracy
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October/2015	Project management Iraqi Engineer Union
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Other experience

June 2008 - Current	Computer * Very good in Microsoft Office (Word, Excel, Outlook & PowerPoint).
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- * ODK and KoBo Collect systems.
- * Windows 7,8 and 10 .
- * E-mail and Skype.

Language skills

Arabic	Spoken: Excellent	Written: Excellent
English	Spoken: Good	Written: Excellent

Additional information

- * Ability to establish and maintain effective working interpersonal skills and ethnic environment with sensitivity and cultural, multi-relations in a multi-respect for diversity.
- * Strong interpersonal skills, ethical sensitivity and ability to empathise with children and their carers.
- * Ability to learn new skills in short time.
- * Ability to supervise and mentor staff to achieve results.
- * Ability to travel independently and work long hours.
- * Good computer skills (MS Office, including Outlook for email).
- * Positive attitude in sharing of work responsibilities and establishment of work priorities in a team.
- * .Willingness to learn from others.
- * Ability to work individually and as part of a team.
- * Strong understanding of the situation of children in the community.
- * Technical knowledge and skills in the field of CP.