

**ZAHRAA
MOHAMMED
SALMAN**

CONTACT

Phone:

07766461941

Email:

zahraamohsal@gmail.com

LinkedIn:

<https://www.linkedin.com/in/zahraa-mohammed-s-789b14292/>

Address :

Iraq, Baghdad

SKILLS

- Teamwork
- Adaptability
- Problem-Solving
- Creativity
- Strong Communication
- Time management
- Research and critical thinking.
- Computer proficiency
- Active Directory
- Printer Problem
- Troubleshooting
- Computer Microsoft Office (MS Word.MS powerpoint.MS Excel).

LANGUAGE

Arabic

English

IT HELPDESK

I am a Computer Technology Engineering graduate with strong communication, technical troubleshooting, and problem-solving skills.

Currently, I work as a System Administrator, responsible for managing and maintaining Windows Server environments and overseeing the Admin Console for corporate email systems, ensuring seamless and secure operations.

Additionally, I serve as an Administrator for the Odoo ERP system, handling user access, system configurations, and supporting business workflows.

I have hands-on experience in resolving a wide range of technical issues related to laptops, printers, and mobile devices, providing reliable IT support to employees across departments.

My background also includes basic knowledge of networking concepts and troubleshooting, and I am actively expanding my skills by pursuing certifications in Linux Administration (Red Hat **RHCSA**) and Azure Cloud Administration (Microsoft).

I am passionate about continuously improving my technical abilities and am committed to contributing effectively to IT teams by providing strong support, system management, and innovation.

EDUCATION

Bachelor's Computer Technology Engineering

Al-Mansour University College Baghdad

2019 - 2023

Graduated with High degree, One of the top three students in the department for four years .

WORK EXPERIENCE

DawAlfada company

7 Oct 2023 - present

I have worked with DawAlfada Company as an IT Help Desk Specialist, where I received excellent training that prepared me for this role. During my tenure, I gained extensive experience in managing Active Directory, including creating and deleting user accounts, configuring groups, and assigning permissions, as well as implementing Group Policies (GPOs) to ensure security compliance and streamline access. I was responsible for setting up internal company email accounts and configuring relevant settings, with full administrative privileges to resolve any related issues. Additionally, I have comprehensive expertise in preparing laptops for employees, including software installation, driver management, and ensuring compliance with company policies. I also managed the input of device information and configured employee ID cards for system access. Furthermore, I became skilled in configuring and managing Odoo system users, including entering employee data and ensuring proper access control. Regarding printer systems, I handled setup and maintenance, resolving technical issues such as formatting errors and operational malfunctions. I possess a deep understanding of common computer problems and have demonstrated the ability to diagnose and resolve them effectively and efficiently. Moreover, I am experienced in installing software and addressing user-related technical challenges. In the domain management field, I have configured domain users and organized them into groups based on roles and permissions, ensuring both security and operational efficiency through proper user configurations. I held full administrator privileges, allowing me to create, modify, and delete users within the Active Directory environment while enforcing IT policies to enhance security and optimize operations.

Certifications & Courses

- **IT Essentials** course/ Cisco Academy. August 2022
- **CCNA: Introduction to Network (ITN)**/ Cisco Academy. Jun 2022
- **CCNA: Switching, Routing, and Wireless Essentials (SRWE)** /Cisco Academy. Jun 2023
- **Communication Skills& Effective Listening**(Certifications No. 202524)

TRAINING

- Summer training at Aswar Company, Baghdad .June 2023 - August 2023.
- Summer training at the Iraqi Ministry of Electricity, Baghdad July 2021-October 2021.