



IT ENGINEER

MOHAMMED MAJID

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Language: Arabic - English - Russian

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PROFESSIONAL SUMMARY

A professional IT engineer with comprehensive experience in designing, implementing, and managing advanced network solutions. Proficient in configuring and managing networking devices, including Cisco and MikroTik routers and switches, as well as managing and segmenting networks for optimal performance. Experienced in handling NVR/DVR surveillance systems, server management, and storage solutions. Excels in providing technical support (Help Desk) and resolving technical issues efficiently. Additionally, skilled in website development and programming .

EDUCATION

BACHELOR COMPUTER ENGINEERING

Kharkiv National University of Radioelectronics 2009 - 2013

Country : Kharkiv - Ukraine

High School Degree

Al Manar Private School

Country : Dubai | United Arab Emirates

Year of Graduation : 2009

STRENGTHS AND EXPERTISE

- Installation and configuration of Cisco routers and switches.
- Expertise in MikroTik routers: configuration, network management, bandwidth control, Hotspot setup, and ensuring network stability.
- Developing and programming websites using modern tools and programming languages
- Monitoring server performance and ensuring uninterrupted operation
- Server management (Windows Server) and configurations.
- Installation and management of NVR/DVR surveillance systems.
- Managing computer networks and resolving connectivity and wireless network issues
- Providing technical support and training users to solve technical problems.
- Java, HTML, CSS, jQuery, PHP, SQL / Front End & Back End Coding

WORK EXPERIENCE

Al-Jadeed Company - IRAQ -Baghdad

Agu 2024 - Present

IT SUPPORT ENGINEER

Responsibilities:

- Providing Comprehensive Technical Support: Deliver on-site and remote technical support to resolve user issues related to desktop and laptop computers, printers, scanners, tablets, and smartphones.
- Operating Systems and Applications Management: Install, configure, and maintain operating systems (Windows and Linux) and office applications, while performing regular updates to ensure optimal performance.

- **Hardware and Network Infrastructure Maintenance:** Perform routine maintenance on computers, printers, and networks (Wi-Fi and LAN); diagnose and repair connectivity issues and network components such as routers and switches.
- **Email and User Account Administration:** Manage corporate email accounts, troubleshoot sending/receiving issues, and handle account creation, updates, deletions, and access control.
- **System Monitoring and Issue Documentation:** Continuously monitor system performance to ensure stability and document incidents and resolutions using ticketing systems or internal knowledge bases.
- **Professional User Support:** Handle user complaints and inquiries with professionalism, offering clear guidance and appropriate support.
- **User Training:** Conduct training sessions and workshops to enhance users' proficiency in using systems and software, aiming to boost operational efficiency.
- **IT Project Management and Implementation:** Participate in planning and executing IT infrastructure projects to improve the organization's digital environment.
- **CCTV Systems Maintenance:** Responsible for installing and maintaining surveillance systems and recording devices to ensure the security of company facilities.
- **Internet Subscription Management:** Oversee the renewal and management of internet subscriptions across all company branches.
- **Centralized Technical Support for Branches:** Provide centralized IT support to all branches and manage employee accounts across locations.
- **PBX System Management:** Maintain and operate the company's telephone exchange system.
- **Emergency Technical Response:** Handle urgent technical failures efficiently to minimize operational disruption and ensure business continuity.

Al-Ghadeer Real Estate - IRAQ -Baghdad
IT ENGINEER - Networking & help desk & web developer

Nov 2023 - Jun 2024

Responsibilities:

- Developing and designing websites and web applications tailored to client needs and market demands.
- Managing social media advertising campaigns and analyzing performance to achieve digital marketing goals.
- Communicating with clients and companies to understand their requirements and provide appropriate website development or design solutions.
- Providing technical support to internal staff, including troubleshooting hardware and software issues.
- Repairing technical and functional problems related to computers, printers, and peripheral devices.
- Managing the organization's internal network, including distributing internet access and managing user accounts and permissions.
- Administering and maintaining network servers (Windows Server), including file sharing services and user management through Active Directory.
- Installing, maintaining, and managing surveillance systems (CCTV) and storage devices to ensure facility security.

Responsibilities:

- Providing technical support to users to efficiently resolve hardware and software issues, both onsite and remotely.
 - Installing and maintaining operating systems (Windows, Linux) and office applications, with regular updates to ensure optimal performance.
 - Performing routine maintenance on computers, printers, scanners, and peripheral devices, including desktops, laptops, tablets, and smartphones.
 - Managing the organization's internal network, including distributing internet access and managing user accounts and access permissions.
 - Troubleshooting network connectivity issues (Wi-Fi and LAN), and maintaining core network equipment such as routers and switches.
 - Administering and maintaining network servers (Windows Server), including file sharing services and user management through Active Directory.
 - Creating, modifying, and deleting user accounts, and managing access rights in compliance with organizational policies.
 - Handling user complaints professionally, providing effective solutions to ensure satisfaction and operational continuity.
 - Installing and maintaining CCTV systems and recording devices to ensure facility security.
 - Managing and maintaining the company's telephone PBX system.
 - Responding to technical emergencies, diagnosing and resolving issues promptly to minimize disruption to business operations.
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Al Alamat group - UAE - Dubai
Business Development

Nov 2020 - Aug 2022

Responsibilities:

- Negotiating contracts and finalizing agreements with clients, ensuring alignment between company objectives and client needs.
 - Preparing and delivering detailed presentations and proposals to potential clients, with a focus on added value and proven expertise in successful event management.
 - Understanding client requirements for events and providing creative, customized solutions that align with their goals and budgets.
 - Understanding client requirements for events and providing creative, customized solutions that align with their goals and budgets.
 - Identifying and developing new business opportunities in the events sector, including conferences, exhibitions, workshops, and private events.
 - Overseeing all technical aspects within the company, including managing, maintaining, and monitoring IT systems to ensure operational efficiency.
 - Leading and mentoring the team, enhancing their skills through continuous training and providing clear development pathways.
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IT Label - Ukraine - Kharkiv
WEB Developer

Feb 2017 - Dec 2019

Responsibilities:

- Designed and developed user interfaces (Front-End) for web pages using modern technologies to ensure a seamless and engaging user experience.
- Designed and developed smartphone applications in an innovative manner compatible with various operating systems (iOS and Android).

- Collaborated with the team in developing future plans and strategies aimed at improving workflow and developing digital products.
 - Communicated directly with clients to understand their needs and translate them into practical and effective technical solutions.
 - Executed accurate translations between Russian and Arabic in professional and technical contexts.
 - Managed and organized project delivery schedules to ensure adherence to agreed timelines.
 - Monitored project implementation phases and ensured their compliance with quality standards and required technical specifications.
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Traiolan - Ukraine - Kharkiv
IT SUPPORT ENGINEER

Mar 2015 - Feb 2017

Responsibilities:

- Network and Server Performance Monitoring: Ensuring the stability and efficiency of internet services through continuous monitoring and performance analysis.
- Internet Services Infrastructure Maintenance: Conducting regular maintenance of hardware and software to guarantee the smooth and reliable operation of internet services.
- Network Device Management and Configuration: Installing, configuring, and maintaining essential network devices such as modems, routers, switches, and firewalls to ensure optimal network performance and security.
- User Account and Access Rights Management: Organizing and managing user accounts and defining access privileges to systems to ensure data security and efficient access.
- Technical Support for Employees: Providing comprehensive technical support to company employees to efficiently and effectively resolve issues related to computers, software, and internal networks.
- Problem Documentation and Resolution: Accurately recording problem details and implemented solutions in a support tracking system to ensure traceability and improve future support processes.
- Escalation of Complex Issues: Identifying complex problems and escalating them to higher levels of technical support to ensure effective and timely resolution.

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