



Ahmad Khairy Abu Fazaa

Ahmad Abu Fazaa, Computer Engineer, IT Support Engineer

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I am working in Information technology more than 3 years of experience after completing my Bachelor's degree in Computer and Communications Engineering from Al-Zaytoonah University in Jordan, in that time, I got courses and certificates like MSCA and CCNA, looking for a challenging role that utilizes my skills.

Willing to relocate: Anywhere

Personal Details

Birth Date: 02-12-1993

Notice Period: immediately.

Industry: IT Operations & Helpdesk, Installation & Maintenance, Other, System Administrator

Nationality: Jordanian.

Marital status: Married.

transferable iqama: Yes

Work Experience

IT Support Engineer

Abdullah A.M. Alkhodari Sons Company - Al Khobar

December 2018 to Present

1. Installation and Configuration of Windows 10 and Windows 7 using network and storage devices.
2. Installing and configuring anti-virus software and other applications such as Microsoft Office/Office 365.
3. Supporting: All Operating system, Office 365, Windows Server, Exchange, Backup, and Anti-Virus Products.
4. Install, configure, troubleshooting and fixing of end users devices, laptops, phones and printers issues.
5. Installation, configuration and troubleshooting of firewalls and servers.
6. Manage the cabling on Data center.
7. Manage VoIP system in company.
8. Manage Microsoft Azure.
9. Setting up user accounts and profiles on the network.
10. Managing backups of servers, in case of data loss.
11. Dealing with audio/video conferencing system, projectors and meeting room IT equipment and accessories.
12. Install and manage PCs, to ensure that all PCs in use are up to date.
13. Installing applications and computer peripherals.
14. Guide users with simple, step-by-step instructions.
15. Perform remote troubleshooting.
16. Resolved Wired/wireless network connectivity issues
17. TCP/IP and Desktop troubleshooting skills.
18. Maintaining, managing and upgrading of hardware, laptops, servers, switches, PCs, printers, conference facilities.

Junior Engineer IT Support

ORIENTEK Company - Amman

May 2018 to October 2018

1. Setting up and installing new computers, networks and software.
2. Setting up user accounts and profiles on the network.
2. Installing updates, known as patches, to software applications.
3. Installing and configuring operating systems, anti-virus software and other applications such as Microsoft Office.
4. Diagnosing and fixing network problems and hardware or software faults.
5. Maintaining inventories of hardware and software.
6. Managing backups of servers, in case of data loss.
7. Maintenance and development of all ICT equipment and the provision of technical advice, education and support.
8. Maintaining, managing, and upgrading of hardware, laptops, switches, PCs, printers, conference facilities.
9. Supporting: Windows, 10 / 7 / XP / Vista, Office 2019 / 2013 / 2010, Office 365,
10. Educating and training end users on new systems, software and applications.
11. Manage VoIP system in company.

Helpdesk

Abdullah A.M. Alkhodari Sons Company - Al Khobar

October 2017 to February 2018

1. Serving as the first point of contact for employees seeking technical assistance over the phone or email.
2. Performing remote troubleshooting through diagnostic techniques and pertinent questions.
3. Determining the best solution based on the issue and details provided by customers.
4. Fixing computer and printer issues.

Certifications and Courses

ITIL V4 Foundation (Certificate as practical-based training course.)

April 2021

MCSA (Certification number: G359-9452)

September 2017 to Present

CCNA (Certificate as practical-based training course.)

December 2016

Education

Bachelor's in Computer and communication engineer

Al-Zaytoonah University of Jordan - Amman

October 2011 to January 2017

Skills

- MCSA
- ITIL V4 Foundation
- CCNA
- Microsoft Azure
- VoIP
- System administrator

Languages

- English - Good
- Arabic – Mother Tongue