

Mansour Siraj Gasim

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PROFESSIONAL SUMMARY

Development specialist in computers and technical support programs and data for IT.

Period of experience 7+ years

WORK EXPERIENCE

IT Administration, Kon Line Co. 2020\21

Responsibilities:

- Data system management
- Maintenance & computer programing (H\S)
- Data analyst and report on excel
- Configuration routers and printers

Technical support, FNS contract with STC. 2018\19

Responsibilities:

- Coordinator and dispatcher
- Helpdesk support for VIP employee
- Maintenance technician support
- Daily and monthly reports

Project supervisor, SPC system contract with STC. 2015\18

Responsibilities:

- Coordinator on nexthink program
- Monitoring and maintaining networks
- Maintenance technician
- Report producer on excel

IT technician, Arrawabit international. 2014\15

Responsibilities:

- Provide basic network support
- Troubleshoot system issues
- Build and operate server 2012
- Management and monitor CCTV and fingerprint

Supervisor, BMC contract with STC. 2013\14

Responsibilities:

- Team leader and coordinator
- Technician support for FTTH

Supervisor, premier technology contract with STC. 2012\13

Responsibilities:

- Team leader in Feld with customer care
- Technician support for FTTH

Different companies with different tasks.

Responsibilities:

- Maintenance for software and hardware
- Configuration printers & routers & fingerprint & Computer programing
- Installing, configuring, and upgrading OS
- Remotely assisting & data entry
- Spare changing for laptop & pc
- Troubleshoot backup's issue

EDUCATION

Bachelor Degree of Programing Computer Application,
Arihant College of Management and Advanced (India)

Professional Lab for Information Technology,
Microsoft certificate IT professional (MCITP)
Cisco certified network associate (CCNA)

Institute of Language,
Excellent speaking, reading and writing in English

Institute for Manpower Development,
Data entry and word processing
Computer Engineering

ADDITIONAL SKILLS

- Administration and Good skills in computer, in addition to internet Microsoft office applications.
- Running operations and teamwork.
- Customer care and communication.
- System software and computer network.
- Solve high level control errors
- Improvement of work processes
- Quick learner and good performer.

REFERENCES

References available on request