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PROFILE/HIGHLIGHTS

I graduated from the Philadelphia University of Jordan I completed my BSc in 2015 **speciality networks engineering.**

EDUCATIONAL BACKGROUND

Bachelor's Degree

- Philadelphia IT/networks
- 10/2009 – 7/2015
- Graduation 2015

POSITION HELD

- Technical / Help Desk onsite specialist
- (Alef Education)
- Aug/2019 Until now

Duties

- We working in the ticketing system (manageengine)
- Google admin console (manage users and groups and group email)
- Google suite (Cloud)
- network & Access points & SSID Responsibilities
- Troubleshoot hardware and software issues in person, remotely and via phone. Google **Chromebook** OS and **Windows** OS
- Firewall Server (Physical and virtual) ADSL internet connection MDF room it's my Responsibilities
- Serve as the first point of contact for walk-in customers seeking technical assistance.
- Analyze and resolve end-user hardware and software computer problems in a timely and
- Onsite support specialist also responsible for conducting IT-based trainings to users and IT support during any training or special function conducted by Alef
- Offer daily operations and systems support to users.

POSITION HELD

- Service desk / Help Desk specialist
- Outsources (Capital bank)
- Aug/2018 May/2019
- Company name (fast rabbit)

Duties

- We working in the ticketing system (manageengine)
- Active Directory (manage users and groups and group email)
- Manage users for many applications for a bank (T24, A2A, XCS, ECC)... etc.
- Data Center (backup data user)
- Configuration ports Vlans unlock ports using PuTTY
- support (office 365 Cloud)
- Windows server 2008 /2012 install and configuration
- Troubleshoot and solve arising software and hardware problems for PCs, laptops
Recovery data.
- image windows (export/import)
- Troubleshoot desktop and notebook/tablet hardware, peripherals and equipment as necessary
- Configuring networks printers share printers for users and applications
- Assist with compilation and management of ICT asset registers
- Coordinate with vendors pertaining to repairs of computers or printers

POSITION HELD

- Technical / Help Desk specialist
- Outsources (Hikma Pharmaceuticals)
- Nov/2017.... Aug/2018
- Company name (fast rabbit)

Duties

- We working in the ticketing system (Ivanti)
- Active Directory (manage users and groups
- Data Center (backup data user and transfer the data)
- Configuration ports Vlans unlock ports using PuTTY
- support email (office 365 outlook)
- Windows server 2008 /2012 install and configuration
- Troubleshoot and solve arising software and hardware problems for PCs, laptops
Recovery data.
- image windows (export/import)
- Troubleshoot desktop and notebook/tablet hardware, peripherals and equipment as necessary

POSITION HELD

- Help Desk engineering
Outsources (Nuqul Group)
 - July/2017 – Nov/2017
 - Company name (Onix)
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- Provide first-line support for any information technology issues and problems
 - Assist by phone, email and/or using a ticket management system.
 - Help manage the deployment, configuration and security of desktop and mobile computing devices and peripheral devices.
 - Troubleshoot desktop and notebook/tablet hardware, peripherals and equipment as necessary
 - Liaise with vendors pertaining to repairs of computers
 - Assist in the documentation of ICT policies and procedures and prepare correspondence for staff, parents or students as required
 - Assist with compilation and management of ICT asset registers
 - Proactively manage stock levels of consumables, spares and replacement equipment.
 - Address and resolve basic incidents and requests; logging all incidents and requests
 - Create a positive customer support experience, ensuring timely resolution or escalation, communicating promptly on progress and handling customers with a consummately professional attitude
 - Work collaboratively with the IT team and perform other duties as requested by the ICT Director.

Courses

- A+ Certification Training 2005
- ICDL - International Computer Driving License 2005
- Expert communication skills 2018
- ITIL V3 (self-learning) 2018
- Sophos security firewall suit (self-learning) 2019
- CCNA 200 /301 (self-learning) 2021
- MCSA (self-learning) 2019
- ISO 20000 training GVC academy 2020
- Business Ethics training GVC academy 2020
- Communication and Customer Service training GVC academy 2020
- Network administration training GVC academy 2020
- Windows Administration training GVC academy 2020
- ITIL 4 Foundation certified 2020
- Fortinet network security expert certification 2020