

Zardasht Abdulaziz Abdulkarim

ICT Manager

AREAS OF EXPERTISE

ICT management

Diagnostics

Networking

Financial control

Project Delivery

End User Support

New Installations and Support

Firewalls / Security Application

Development

PROFESSIONAL CERTIFICATES OF COMPLETION

Cisco CCNA

MCSA

Network Security Technology Foundations

Windows Server 2012

Microsoft Iraqi Golden Partner

Yalive satellite installation and
configuration

PERSONAL DETAILS

Zardasht Abdulaziz Abdulkarim
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DOB: 02/09/1986

Driving license: Yes

Nationality: Kurdish

PERSONAL SUMMARY

A multi-skilled IT manager with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, PCB testing, network support, technical .support and computer repairs

Looking for a new and challenging managerial position, one that will make best .use of my existing skills & experiences also further my personal development

WORK EXPERIENCE

Ibrahim Sat Computer Maintenance and Free Lancer– Erbil

- It supports and helpdesk July 2007 - 2010

Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advice. Maintaining desktop applications, local area networks, IT security and telecommunications.

Duties:

- . Strengthening the IT infrastructure through to implementing new technologies
- . Responsible for hardware and software installation, maintenance and repair
- . Performing routine audits of systems and software
- . Procurement of IT hardware, software and maintenance products & services

KEY SKILLS AND COMPETENCIES

Extensive knowledge of: Microsoft Windows Server 2008, 2012,2014,2016,
Microsoft 2007,2010 and 2017 wired and wireless networking skills, desktop and server
.hardware and antivirus and remote support products

ACADEMIC QUALIFICATIONS

BSc (good) Computer Science

Salaadin University -Erbil 2006 - 2010

MSc (Very Good) Computer Engineering

Firat University - TR 2015 - 2017

Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners, X-terms and workstations. Supporting customers using remote access technologies and also by visiting client sites.

Duties:

Diagnosis of desktop, application, networking and infrastructure issues.
Experience of supporting a wide and varied client base. Troubleshooting PC's, laptops and mobile devices.
Providing 1st/2nd line support to users.
Administering the IT department's policies and procedures. Installation and support of telecommunication equipment. Maintaining a log of all problems detected and system backups. Responsible for maintaining .backups and for project work such as new builds
Working closely with software suppliers to resolve operational issues.
Responsible for supporting: Windows XP/Vista/Windows 7 and 8 and Office 2007, MAC and Linux
Windows Server, Small Business Server 2008/2012, Active Directory management Exchange 2003/2007, Blackberry Server/Windows Mobile, Backup
products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and
Firewall Configurations.

KEY SKILLS AND COMPETENCIES

- Excellent customer facing, communication and rapport building skills.
- Experience of Lotus Notes, Linux/Unix, VMware ESXi, Epicor ERP system, SAP system.
- Thorough understanding of computer and networking concepts.
- Physically fit, able to work in confined spaces, crawl and lift heavy objects.
- Able to prioritize in a complex, fast-paced environment.
Willing to work flexible schedules / shifts.

Larry company – Erbil

ICT May 2015 – 2018

Reporting directly to the IT Manager and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction.

Duties:

- Responsible for diagnosing & resolving hardware, software & end users problems.
- Acting as the first point of contact for all IT & technical queries.
Developing the infrastructure and systems to meet the company's needs
- Working within a TCP/IP network environment, including DHCP, DNS and Ethernet Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programmers.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.
- In-depth knowledge of Microsoft Windows client operating systems, Windows and MAC OS & Microsoft Office up to Office 2017.

KEY SKILLS AND COMPETENCIES

- Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
- Experience of problem resolution & quality assurance procedures.
- Able to communicate complex IT issues to suppliers and non-technical staff.
- Ability to work well in a team environment.
- IT security experience including anti-virus / malware, encryption deployment.
- Experience of web content management systems.

Ministry of Higher Education and Scientific Research – KRG

2018

- It supports and helpdesk

Erbil polytechnic University / Erbil Health and Medical College

2019- present

- Assistant lecturer
- IT Manager
- Learning management system and grading system administrator

Duties

- . Strengthening the IT infrastructure through to implementing new technologies
- . Responsible for hardware and software installation, maintenance and repair
- . Performing routine audits of systems and software
- . Manage the IT budgets and expenditure on hardware and software
- . Reporting to the IT Director & Chief Executive
- . Having excellent time management, confidentiality & communication skills
- . Having strong IT, commercial, planning and budgeting skills
- . Procurement of IT hardware, software and maintenance products & services
- . Responsible for the recruitment and training of new staff
- . Writing documentation for ICT procedures, security and disaster recovery
- Managing the internal & hosted network infrastructure including: firewalls, servers,
. switches...etc