# **Aysar Ali Alenezi**

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# Summary

### IT support with a bachelor’s degree in **Telecommunication Engineering.**

### More than 2 years of deep understanding and experience in computer science, **technical support service**, performance development, and application support.

# Work Experience

## **IT Support Freelancer – UAE 5/2020 – present /2020**

### Performed the assembly, repair, and maintenance of more than 1000 desktop and laptop computers with a 93% customer satisfaction rating obtained through customer feedback survey.

### Installing of Cat3, Cat 5e, Cat6, Cat7, Fiber optic **FTTP** cabling, and Coaxial cables.

### Installing and configuration of printers, hubs, UPS, internet connectivity, etc.

### Design, Specify, Fixing, and Install analog and digital **CCTV** Systems (32 cam).

### Led a major business transformation which included the cabling of LAN for one of the company’s clients that resulted in accruing for the company its largest profit ever – 80%.

## **Desktop Support Dar Al Uloom Private School - UAE 11/2019 - 4/2020**

### Maintenance/monitoring of computer systems, Laptops, printers, and scanners

### Minimize risk and change software installation to fix problems by 50%.

### Installation, Monitoring & enhancing of an organization's operating systems and applications.

### Analyze, organize, and coordinate daily department activities and established goals

### Provide users with desktop hardware and software technical support.

## **Network engineer Bemo Saudi Fransi Bank – Syria 3/2019 - 8/2019**

### Testing, upgrade, and evaluating new technology every 3 months.

### Managing full requests and service level agreement (**SLA**) with a minimum of 10 phone calls per day, ensuring services are restored to customers as quickly as possible; hence the service availability has increased from 82% to 93% in my team.

### Network troubleshooting and cabling configurations, TCP/IP networking, DNS, **DHCP**, Anti-Virus, and VPN.

### Reducing customer complaints through the helpdesk **ticket system** & analyzing data to 10%.

### Update and develop of the Infrastructure (compare and minimize errors).

### Development/maintenance of internal networks in order to improve the performance and minimizing the downtime by 40%.

## **IT engineer Qasyoun University – Syria 2/2018 -1/2019**

### Facilitating the Setting up of new users’ accounts /profiles and dealing with the not resolved **password issues**.

### Dealing with Microsoft Windows Server, **Active Directory**, Group Policy, and NTFS.

### Led team of four persons overseeing all aspects of social media strategy, increasing Instagram/Facebook followers by 200% person and 300% accordingly.

### Provide technical support to the employees and respond to inquiries 24/7.

### Trained, Taught, and Prepared 30+ employees in new systems, and 90% of them were able to pursue the required programs.

### Perform troubleshooting mainly through diagnostic techniques and 30% through the pertinent questions.

# Education

### **Bachelor's** degree in Telecommunication engineering / Qasyoun University Oct 2015 – Aug 2019

# Technical skills

### Microsoft Windows (7,8,10) & (server 2008, 2012, 2016, 2019) Operating Systems.

### Office 365 management, GSM, ADSL, and MATLAB. (BMC Remedy ITSM+ IBM Maximo).

### Client and server technology, Satellite telecommunications

### Basic IT technical background related to Internet/phone/Network Protocol such as HTTP, FTP, SMTP etc.

### Active Directory user management, and Cloud Computing.

### Build and manage virtual machines (**VMware**).

# Training Courses & Certifications

### **CCTV** and Microwave online course /UAE 2020

### **CCNA** switching and routing, **MCSA** 2016, PBX and VMware /Syria 2019

### Self-study Network+, A+, and **ITIL4** Foundation/ Syria 2019

### Radio Communication HF, VHF/TETRA/VSAT/Syria 2018

#  Languages

### **Arabic:** mother tongue

### **English:** very good

# key skills achievements and competencies

### Organize and prioritize work with a high degree of initiative and independence.

### Ability to diagnose and resolve the basic technical issues.

### Excellent problem-solving skills, and an ability to think logically.

### Planning, Organizing & Collaboration skills, and the ability to work well in a team.

###  Basic computer skills such as Word, PowerPoint, Outlook, and Excel.

### The graduation project was about designing and building a network for my University (LAN and WAN for more than 70 employees).

# Personal Information

## **Location:** UAE, Abu Dhabi (can relocate).

## **Nationality:** Arabic – Syrian.

## **Notice Period:** Immediately

## **Birthday:** 6/9/1996

## **Visa status:** Dubai Transferable employment residence Visa with NOC.