ABDULJALIL ABO ALI

IT SUPPORT ENGINEER
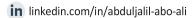
📞 +971 52 1373984   ✉ abd.aljlil@hotmail.com   in linkedin.com/in/abduljalil-abo-ali

PROFESSIONAL OVERVIEW

Graduated in 2017 with a **"Very Good" rating (75.38%)** and **ranked 9th** out of 112 students, followed by **4 years of working experience** with the diversified**area in Technical Support, System Administrator and Networking**.

Adept at evolving to new environments and tasks, having learned and applied many new skills over the course of my career, which includes, and is not limited to:

- Identifying **hardware** and **software** solutions.
- **Troubleshooting** technical issues.
- Diagnosing and repairing faults and **resolving network issues**.
- **Installing** and **configuring** hardware and software.
- Talking customers through a series of actions to resolve a problem.
- Following up with **clients** to ensure the problem is resolved.
- Replacing or repairing the necessary parts.
- Installing and configuring computer **networks** and **systems**.
- Identifying and solving any problems that arise with **computer networks,** and **systems**.
- **Budgeting** for equipment and assembly costs.
- Providing **network administration** and **support**.

MAJOR PROJECT HIGHLIGHTS & CONTRIBUTIONS

- **Citizen Service Centre** adopting **Syrian Ministry Of Communication and Technology – Technical Team Member. Project completed in 2021.**

- **AL-SHEIKH ZIAT Wireless Station** adopting **Syrian Telecom Company** – **Technical Team Member. Project completed in 2019.**

- **NEW ALEPPO Wireless Station** adopting **Syrian Telecom Company** – **Technical Team Member. Project completed in 2018.**

PROFICIENCY

- Creative Technical support experience.

- Excellent knowledge in MSOffice software and applications.

- Adaptability and work under pressure.

- Excellent Arabic, English written, and oral communication skills.

EDUCATION

- **M.A Business Management (2021)**
  Syrian virtual university S.V.U
  Graduated in 2021
  with a "Good" rating (71.33%)

- **B.S Communication Engineering (2017)**
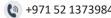 University Of Aleppo
  Graduated in 2017
  with a "Very Good" rating (75.38%)

SOFTWARE SKILLS

- MCSA 2016, WIN server 2019
- Windows 7,8,10
- MicroTik
- CompTIA A+ and N+
- Virtualization Technology by *VMware workstation*
- Technical support experience of *servers, network administration and networks*
- *MS Office 365*
- *PhP, Laravel, HTML, CSS, Bootstrap, JQuery & MySQL*
- *ICDL International Computer Driving License*

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WORK EXPERIENCE

PROJECTS

6 / 2020 – 11 / 2021

IT Support Engineer

Citizen Service Centre

Syrian Ministry Of Communication and Technology, Aleppo, Syria – (2020-2021)

Citizen Service centers were established in order to simplify the citizen's transactions with various government agencies and from one place, in order to achieve the best service for the citizen.

I have been hired in the project by the company to:

- **Installation** and **administration** of Windows operating systems.
- **Maintenance** and **solving technical problems** for the services.

3 / 2019 – 6 / 2020

System Administrator

AL-SHEIKH ZIAT Wireless Station

Syrian Telecom Company, Aleppo, Syria – (2019-2020)

The Syrian Telecom Company relied on wireless networks to restore internet and telephone services to industrialists in Al-SHEIKH NAJJAR Industrial City as a quick solution while rehabilitating the areas by the current situation in Syria.

The following tasks and studies were delivered by the team:

- **Configure** and **test** the required **routers** and **switches**.
- Work on and prepare **computer systems** and software.

1 / 2018 – 3 / 2019

Technical Support Engineer

NEW ALEPPO Wireless Station

Syrian Telecom Company, Aleppo, Syria – (2018-2019)

The Syrian Telecom Company relied on wireless stations to cover remote areas in the countryside to provide internet and telephone services to citizens.

I have been hired in the project as a member of the team to:

- Linking wireless stations and **troubleshoot**.
- Installation and **configuration** of **operating systems** and other **software**.
- **Technical support** for computers, laptops, and printers.

CERTIFICATIONS& TRAININGS

- MCSA. Training by New Horizon Center.
- CCNA. Training by New Horizon Center.
- PhP, Laravel & MySQL. Training by CPC.
- WCDMA Wireless Station. Training by Syrian Germany Telecommunication agent.

LANGUAGE SKILLS

- English
- Arabic