

# Khaled Ibrahim Al -Nahar



## Contact Information:

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## - Objective:

Looking to join a progressive organization that has the need for Professionals and offers opportunities for advancement, using my Technical skills and commitment to manage and perform high quality work as **IT Support Engineer or System Administrator or Network Administrator.**

## - Personal Information:

<b>Nationality:</b>	Arabic Syrian
<b>Date of Birth:</b>	2/9/1984
<b>Gender:</b>	male
<b>Marital Status:</b>	Single
<b>Visa Status:</b>	<b>Ajman</b> Transferable residence Visa with NOC

## - Languages:

<b>Native Language:</b>	Arabic
<b>Other:</b>	English (Fluent)

## - Areas of Expertise:

- MCSA 2008, 2012, 2016, 2019
- Microsoft Exchange 2013, 2019
- COMPTIA A+, N+
- Cisco Certified Network Associate (CCNA)
- System Administration
- Infrastructure Support of Servers and SAN Storage.
- Microsoft Azure
- Microsoft Office 365
- AWS Solution Architect Associate
- Firewalls (Fortinet, Palo Alto, Sophos, CISCO ASA)
- Linux.
- Virtualization (Hyper-V and VMware ESXI)

## - Work Experience:

<b>Dates:</b>	7/2020 – 12/2021
<b>Company:</b>	Uninvest Business Machines (UBM)
<b>Position:</b>	Information Technology Consultant
<b>Company's Address:</b>	UAE - ABU DHABI
<b>Duties/Responsibilities</b>	<ul style="list-style-type: none"><li>• Providing technical support for the clients</li><li>• Providing consultations, solutions, recommendation for solving technical problems and projects</li><li>• Configure, Troubleshoot, Managing, Maintaining and Solving problems in technical equipment's (PC, Printers, Network devices, Servers, SAN, Firewalls, ....)</li><li>• Backup, Storage and Compute on Cloud Solutions</li><li>• Security Solutions (Firewalls , Antivirus .....)</li></ul>

<b>Dates:</b>	12/2019 – 6/2020
<b>Company:</b>	Freelancer
<b>Position:</b>	Technical Support Engineer
<b>Company's Address:</b>	UAE - DUBI
<b>Duties/Responsibilities</b>	<ul style="list-style-type: none"><li>• Providing Technical assistance and support related to computer systems (Hardware and Software)</li><li>• Providing consulting, solutions, troubleshooting and problem solving in LAN and WAN networks</li></ul>

<b>Dates:</b>	6/2017 – 11/2019
<b>Company:</b>	Wassim Alshaar for IT Solution
<b>Position:</b>	IT Help Desk Support
<b>Company's Address:</b>	Lebanon - Beirut
<b>Duties/Responsibilities</b>	<ul style="list-style-type: none"><li>• provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.</li><li>• install, modify, and repair computer hardware and software.</li><li>• follow up with customers to ensure issue has been resolved.</li><li>• resolve technical problems with local area networks (LAN) and wide area networks (WAN) and other systems..</li></ul>

<b>Dates:</b>	3/2016-5/2017
<b>Company:</b>	Damascus City Water Supply and Sewerage Authority
<b>Position:</b>	IT Manager
<b>Company's Address:</b>	Syria - Damascus
<b>Duties/Responsibilities</b>	<ul style="list-style-type: none"> <li>• Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations of outages, upgrade Infrastructure.</li> <li>• providing direction of IT teams members.</li> <li>• Identifying opportunities for team training and skills advancement.</li> <li>• identifying and acting on opportunities to improve and update software and systems.</li> <li>• responsible of making technical tender books for tenders of technical projects with other companies.</li> </ul>

<b>Dates:</b>	6/2009- 2/2016
<b>Company:</b>	Damascus City Water Supply and Sewerage Authority
<b>Position:</b>	IT System Administrator
<b>Company's Address:</b>	Syria - Damascus
<b>Duties/Responsibilities</b>	<ul style="list-style-type: none"> <li>• Install, Configure, Maintain, Upgrade of All Computer Systems (Hardware and Software) and all network devices.</li> <li>• Maintain, Manage, configure and upgrade of Domain controller (Active Directory +DHCP +DNS) + ISA server + Exchange server.</li> <li>• Monitor Performance and Troubleshoot of servers and systems</li> <li>• Configure and Manage of the security system (Firewalls, Anti viruses, penetration testing)</li> <li>• Install and Configure and Troubleshoot of LAN and WAN networks.</li> <li>• Manage of the electronic pay system in the website and providing Technical support.</li> <li>• Receiving and processing the client's complaints through the complaints management system on the website and directing them to specialists and responding to them.</li> <li>• create and verify backups of data.</li> <li>• Manage of the database systems (SQL server , MySQL).</li> <li>• Manage Contents of the website and provide recommendations for develop it .</li> <li>• Training the employees to achieve optimally using of computers and the programs without problems.</li> </ul>

<b>Dates:</b>	2/2015 to 4/2016
<b>Company:</b>	ZODIAC for IT solution
<b>Position:</b>	IT consultant (Part Time)
<b>Company's Address:</b>	Syria – Damascus
<b>Duties/Responsibilities</b>	<ul style="list-style-type: none"> <li>• Providing recommendations, proposals and plans, managing and implementing IT solution projects and follow up the implementation.</li> <li>• Troubleshooting and fixing the technical problems in the projects.</li> </ul>

<b>Dates:</b>	3/2012 to 4/2013
<b>Company:</b>	BGR (German experts)
<b>Position:</b>	IT Support Engineer (Part Time)
<b>Company's Address:</b>	Syria – Damascus
<b>Duties/Responsibilities</b>	<ul style="list-style-type: none"> <li>• Providing technical support to the employees.</li> <li>• Maintain and upgrade the technical equipment (computers, printers, plotters, digital cameras, network devices) and fix the problems in the programs.</li> <li>• Solve and Troubleshoot problems in LAN and WAN</li> </ul>

## **- Education:**

<b>Certificate</b>	<b>year</b>	<b>University</b>
Bachelor degree in computers and Automation Engineering.	2003-2008	Damascus University
Preparing for master degree in Computer and automation engineering (not completed)	2017 to now	Damascus University

### **- Training Courses:**

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|-----------|--------------------------------|
| • CCNA    | in Web Centre, Damascus/2012   |
| • MCITP   | in Web Centre, Damascus/2013   |
| • JOOMLA  | in Reda Centre, Damascus//2015 |
| • AWS SAA | Self training                  |
| • CEH     | Self training                  |
| • Linux   | Self Training                  |
| • Python  | Self Training                  |

### **- Key Soft Skills:**

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| • Hard Worker, Adaptability and Ability to work under pressure. |
| • Communication, analytical and interpersonal skills.           |
| • Problem solving.  |
| • Team Worker   |