# MOHAMMAD QEISI

# IT ENGINEER specialist

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## Personal Details
Nationality: Jordan
Languages: English, Arabic

## Courses
Courses
- AZ-900 (**certified**)
- Expert communication skills 2018
- CCNA 200 /301 (**certified**)
- MCSA (self-learning) 2019
- ISO 20000 training GVC academy 2020
- ITIL 4 Foundation **certified** 2022
- Business Ethics training GVC academy 2020
- NSE 2/NSE1 Network Security Associate 2020) **certified** (
- Sophos security firewall suit (self-learning) 2019

## Professional Summary

A BSc graduate from the Philadelphia University of Jordan who is a competent, versatile and accomplished Help Desk specialist with over 6 years of extensive management experience, helping in planning and implementing computer systems and networks. I have in-depth knowledge of the System Development Life Cycle.

## Education

- Bachelor's Degree | Philadelphia IT/networks | 10/2009 – 7/2015

## Experience

### IT Engineer onsite specialist
### Alef Education
Aug 2019 – April 2022(UAE)

- ManageEngine ServiceDesk Plus
- 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.

### Service/Help Desk specialist Outsources (Capital bank)
Aug 2018 – May 2019 Jordan

- Serves customers by selling space and meeting customer needs
- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule
- Provides historical records by maintaining records on area and customer sales
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
- Manage warehouse cost, budgeting, and forecasting
- Contributes to team effort by accomplishing related results as needed.

### Technical Help Desk specialist Hikmah Pharmaceuticals) (Fast rabbit)

Nov 2017 – Aug 2018 Jordan

- We are 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

### Help Desk engineering Outsources Nuqul Group Onix

July 2017 – Nov 2017 Jordan

- 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.