



# Bahaaeddin Asad Abbas

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UAE  
Abu Dhabi

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## ADDITIONAL INFO

**Visa :** Employment visa    **Status:** Single

**Driving license :** Yes

## SUMMARY

persistent information system analyst who believes that there is always a more efficient and secure way to deliver data, information network troubleshooting and critical analysis. Infrastructure, Network Maintenance, including user switches, routers setup and applying company wide policies to user configurations, Solve problems related to computer hardware and software.

## EDUCATION

### B.A of Management Information System (MIS)

**sep 2009 — Aug 2013**

University of Palestine

- Software engineering.
- Business system analysis and design.
- Research method for IT.
- Information security.
- ERPS.
- Information retrieval.
- Operating system for administrators.
- Web programming.

## WORK EXPERIENCE

### Document Controller

**May 2019 — Present**

Royal Gardens Landscape Inc

**UAE, Abu Dhabi, Baniyas**

### Public Relation Officer ( PRO )

**Oct 2018 — May 2019**

Al Naseem Corner Maintenance & General Contracting

**UAE, Abu Dhabi, Western Region, Delma Island.**

- Work on a system Ministry of Human Resources & Emiratisation.
- Work on the rental registration system for the Emirate of Abu Dhabi.
- Work on the DED system.
- Working on the Abu Dhabi Police System, renewing the license of vehicles and others.
- Completion of all government transactions related to individuals and institutions.

### Sales Representative

**Des 2017 — Jun 2018**

Yazgi Group For Soft Drink LTD

- Distribute the product to the point of sale.
- Communicate with wholesalers and retailers.
- Sorting and classification of items.
- Prepare detailed work reports.

### **Desktop Support Representative**

**Jun 2017 — Des 2017**

UNRWA

- Follow up and solve staff problems related to computers ( software & hardware ) and printers.
- Solve employee problems related to the Internet.
- Solve e-mail problems and create archiving on Outlook.

### **Technical support specialist**

**Mar 2017 — Jun 2017**

Al-Helou hospital

- prepare network infrastructure And follow up and find solutions.
- Follow up and solve staff problems related to computers ( software & hardware ) and printers.
- Help staff and train them on Hospital Information System (HIS).

### **Administrative assistant**

**Des 2016 — Mar 2017**

Palestinian Land Authority

- Entering data on land ownership contracts and checking them on the system.
- Prepare daily reports on the details of the work .
- Daily archiving documents electronically .

### **Call Center Agent**

**Sep 2015 — Mar 2016**

Netstream company (ISP)

- Respond to customer inquiries regarding internet service and offers available .
- Follow-up router programming and troubleshooting of Internet related issues .
- Communicate with customers to ensure quality of service and no problems.

### **Computer technician and sales officer**

**Nov 2013 — Aug 2015**

Gigabyte Company For Computer Service and Telecommunications

## **COURSES**

1. **CCNA 200-125** from Sep 2013 to Jan 2014.
2. **Oracle Database** from Nov 2013 to Feb 2014.
3. **Java programming** from Jan 2012 to Mar 2012.
4. **A+ CompTIA IT** Background.
5. **ITIL** Background.
6. **MCSA** background.
7. **Culture Fluency For Programmer** from 10 Oct 2013 to 17 Oct 2013.
8. **Management skills** from Nov 2013 to Nov 2013.
9. **preparation of TOEFL** from Jun 2013 Jul 2013.
10. **Freelance online work**

## **SKILLS & COMPETENCES**

- Installing well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.).
- Experienced TCP / IP, DNS, and DHCP.
- Troubleshoots and resolves issues by applying effective, investigative methods and service desk troubleshooting procedures.

- Recommend and report on hardware and software upgrade requirements from time to time.
- Monitor and respond quickly and effectively to requests received through the IT help desk.
- Work on Service Desk related projects as assigned by the Service Desk management.
- Maintenance and administration for printers, email and Servers.
- Help Desk Management Software.
- Provide hands on and help desk style support to end users for desktop and application support.
- Infrastructure, Network Maintenance, including user Switches, Routers setup and applying company wide policies to user configurations.
- Good Analytical skills.
- Microsoft exchange.
- Data entry and processing.

## PERSONAL SKILLS

- Work under pressure.
- teamwork.
- Flexibility and ability to manage priorities.
- Communication and Connection skills.

## LANGUAGE

Arabic (fluent)  
English (good) Preparation of TOEFL

## MEMBERSHIPS

Palestinian Information & Communication Technology Association ( PICTA).

## REFERENCES

References available upon request.