



Khalil Qasem

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Sharjah, UAE

Areas of Expertise:

1. IT Management
Network
Infrastructure
2. Agile methodology
3. User Training &
Support
Troubleshooting
4. Disaster Recovery &
Backup
5. Project
management

Additional skills:

- Diagnosing & System updates
- Hardware and software
- Microsoft Office
- Documentation and Reporting
- Network Cabling
- office 365
- Time management
- Quality assurance
- Process Improvement
- Decision making
- Communication skills
- Critical thinking

Languages:

- Arabic: Fluent
- English : Fluent

PERSONAL SUMMARY:

A System Administrator with 4 Years of experience, specializing in help desk support, Linux, Active Directory, and troubleshooting. Adapt at performing hardware and software upgrades and providing technical support to customers to resolve complex issues.

WORKING EXPERIENCE:

IT Administrator Intermass Engineering and Contracting LLC 2019-Present

- Monitoring daily IT operations, including server hardware, software, and operating systems.
- Provide technical support, troubleshooting problems, and resolving issues for all computer systems, applications, and networks, including hardware, operating systems, and software.
- Designing, developing, and implementing new computer systems or improving existing systems based on business needs.
- Analyzing data to determine problems with equipment or processes.
- Conduct security audits to ensure that computer systems are secure from unauthorized access or attack
- Ensuring Users are supported according to ITs SLA and KPIs are met using ITs Ticket System.
- Recommend upgrades and changes to existing computer systems to improve efficiency or productivity.
- Manage IT projects and vendors, including procurement, contracting, project plan, and progress, budget, and risk
- Work with the IT Leadership on the Global Agenda for IT System Improvement and Initiatives.

EDUCATION:

- **Bachelors in computer information technology 2014-2019**
Arab American university in Jenin (Palestine) AAUP
- **Diploma In project management 2020**
International business management institute

CERTIFICATIONS:

- CCNA
- AZ-500 (AZURE SECURITY ENGINEER)
- AZ-303&AZ-304 (Azure Solution Architect Expert)
- ITIL Information Technology Infrastructure Library