

HUSSEIN ALKHAFAJI

IT ENGINEER

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PROFESSIONAL SUMMARY

IT Help Desk Support professional with +5 years of experience dealing with all different kinds of helping users correct issues as well as any associate, client, or company issues that might come up within the business. This includes Payroll Support, HR, Clerical & Administrative Support, LP, training issues, and general information for any issues that customers, clients, or company associates would need assistance with is looking for a position where I can use my experience and knowledge of new IT methodologies to provide quality customer service for the growth and success of the company.

WORK EXPERIENCE

Website Administrator

Feb 2016 – Present

Freelancer

- Establishing and configuring hosting and installing CMS such as WordPress, etc
- Troubleshot and resolved website hosting and domain issues.
- Developed and executed website optimization and SEO strategies to improve website visibility.
- Monitored website performance and applied necessary changes to ensure optimal user experience.

IT help desk manager

May 2018 - Jun 2019

AUSAAT News Agency

- Assisted customers with troubleshooting their hardware and software issues
- Utilized my knowledge of various operating systems and software applications to troubleshoot issues.
- Developed and implemented procedures to improve customer service operations

IT Engineer

Jul 2019 - Present

INEWS TV CHANNEL

- Successfully solved customer inquiries and technical issues in a timely and efficient manner while providing excellent customer service to over 150 clients
- Installed, arranged and maintained computer hardware, software and peripheral components.
- Performed troubleshooting of hardware, software and network issues.
- Utilized my knowledge of various operating systems and software applications to troubleshoot issues.
- Developed procedures to improve customer service operations.

IT & STUDIO Engineer

Feb 2020 - Present

W TV CHANNEL

- Installed, configured and maintained sound mixer, sound adapter, video mixer, video adapter & converter, etc.
- Successfully resolved customer inquiries and technical issues in a timely and efficient manner while providing excellent customer service to over 150 clients
- Installed, configured and maintained computer hardware, software and peripheral components.
- Performed troubleshooting of hardware, software and network issues.
- Utilized my knowledge of various operating systems and software applications to troubleshoot issues.
- Developed and implemented procedures to improve customer service operations.

IT & STUDIO Engineer (freelancer)**Oct 2021**

BASRA international book fair

Installed, configured and maintained computer hardware, software, Network, video system (mixer, adapter, converter), sound system (mixer, adapter), video wall and Equipping the Book Fair with all the required technical equipment.

IT & STUDIO Engineer (freelancer) for 4 seasons**Jan 2020 - Jan 2021 - Jan 2022 - Jan 2023**

BAGHDAD international book fair

Installed, configured and maintained computer hardware, software, Network, video system (mixer, adapter, converter), sound system (mixer, adapter), video wall and Equipping the Book Fair with all the required technical equipment.

IT & STUDIO Engineer (freelancer) for 2 seasons**Mar 2023 - Mar 2024**

ERBIL international book fair

Installed, configured and maintained computer hardware, software, Network, video system (mixer, adapter, converter), sound system (mixer, adapter), video wall and Equipping the Book Fair with all the required technical equipment.

EDUCATION

IT ENGINEER, Technical Engineering CollegeBAGHDAD, **Oct 2017 - Oct 2021**

COURSES

Google IT Support Professional Certificate

Mar 2019

CompTIA A+ Certificate

Mar 2020

Microsoft Fundamentals Certificate

Mar 2020

VIZRT System Manager Certificate

Mar 2021

LED Screen Installation Certificate

Mar 2022

LANGUAGE

ARABIC

NATIVE

ENGLISH

PROFICIENT

SKILLS

Information Technology, Troubleshooting, Hardware, Customer Service, Innovation, Communication Skills, Comptia Help Desk Support, Linux. Documentation, Systems Administration, Database, Staff education and training.