Bahaa' Ghatasha

Computer Information Systems

📞 0798608026

✉ bahaaghat@gmail.com

📍 Amman / Jordan

Summary

Results-oriented **IT Administrator** with **Eight years** of experience in technical support and networks management for a major industrial company in Jordan. I graduated with honors from **Jarash University**, gained practical training and first experience at Pioneers, and collaborated with skilled teams along my journey at Manaseer Group. Proficient in networks and user support on all different kinds of operating systems, with a strong ability to quickly learn new skills. Eager to contribute my expertise to new challenges in the dynamic field of networking technologies.

EDUCATION

Bachelor's Degree in Computer Information Systems
Jarash University
2016

Secondary School Certification
Jarash Secondary School
2009

TRAINING COURSES

- ❖ Volition Certified Installer Copper & Fiber
  - ▪ 3M Science
- ❖ CCNA
  - ▪ Pioneers Academy
- ❖ MCSA
  - ▪ Pioneers Academy
- ❖ A+
  - ▪ Pioneers Academy

EXPERIENCES

Manaseer Machinery Trading Co.
IT Senior Technical Support
2021 – Present

- Systems, devices, and hardware setting up and configuration.
- Systems and Networks Monitoring: Tracked daily and monthly operations, ensuring real-time control
- Proactively repair and replace equipment as necessary.
- Track and apply new updates
- Testing new technology
- Troubleshooting system and network problems, diagnosing, and solving hardware or software faults.
- Systems Administrator: Organized work on various systems such as MENAME System, CISCO Telephone System, VIVOTEK Camera System … etc.
- Technical Support: Providing technical support across the company.
- Technical purchases organization: Seeking the best offer prices.
- Users Management: Setting up accounts for new users.

Jordan Magnesia Company (JORMAG)
IT Technical Support Officer
2017 – 2021

- Systems, devices, and hardware setting up and configuration.
- Systems and Networks Monitoring and Maintaining: Tracked daily and monthly operations, ensuring real-time control
- Proactively repair and replace equipment as necessary.
- Testing new technology
- Troubleshooting system and network problems, diagnosing, and solving hardware or software faults.
- Systems Administrator: Organized work on various systems such as ESKADENIA ERP, MENAME System, MITEL Telephone System, VIVOTEK Camera System … etc.
- Technical Support: Providing technical support across the company.
- Users Management: Setting up accounts for new users.

Pioneer's Academy
IT Technical Support Officer
2016 – 2017

- Systems, devices and hardware setting up and configuration.
- Maintaining computer systems and networks.
- Working on SQL database System.
- Providing IT help desk services.
- Troubleshooting system and network problems, diagnosing, and solving hardware or software faults.
- Installing Camera systems.
- Setting up presentation halls

SKILLS & Competences

- ❖ Fast Learning: Quick and eager learner.
- ❖ Excellent Skills in Several Operating Systems and Software: Proficient in various software applications, including:
  - Microsoft Office (Excel, Word, PowerPoint, Visio)
  - MENAME System
  - ESKADENIA ERP
  - VIVOTEK Camera System
  - MITEL Telephone System
  - C++
- ❖ Technical Issues Analysis
- ❖ Teamwork
- ❖ Integrity and Credibility
- ❖ Time Management
- ❖ Multitasking
- ❖ Collaboration
- ❖ Decision Making
- ❖ Adaptability
- ❖ Creativity
- ❖ Self-Motivation
- ❖ Installing and configuring computer hardware, software, systems, networks, printers and scanners.