

Firas Murhaf Ghattas

Nationality : Syria Arab Republic.

City : Dubai, United Arab Emirates.

Birth year : 1994

Email : Firas.diver@gmail.com

Telephone : +971502420803

Summary

A computer engineer and a trained technician whose main expertise is in the operating, maintenance and selling of computer and mobile systems, I'm seeking a new experience with more challenges and opportunities for professional growth.

Skills

- Analytical thinking : identifying a problem, developing a solution.
- Time management : prioritize tasks, create time-lines for work completion.
- Communication : good collaboration and team work skills, positive and helpful attitude, fluency in English language both speaking and writing.
- Technical skills : moderate knowledge in coding (C++, SQL, ORACLE, PYTHON, HTML), basic experience in Microsoft OS (server, workstation), Microsoft office 365 and Microsoft Azure, basic knowledge of protocols such as DNS, HTTP, SMTP and SNMP.

Work experience

Sales consultant, Smart voyage migration consultancy, Dubai, 2/2022 to 4/2022.

- Develop and execute strategic plan to achieve sales targets.
- Partner with customers to understand their business needs and objectives.
- Generate reports based on facts to be presented before the Sales Manager and Director.
- Proper updation of customer data stage by stage and report in companies CRM
- Daily reports to be sent to Management

IT Help Desk support, al khabeer computer center, 7/ 2020-10/2021

- Maintenance of computer hardware and installation of various software.
- Researching available hardware, software and equipment necessary to optimize output.
- Installation and configuration network equipment, ELV systems.

- Maintaining firewalls, updating virus protection software, implementing data security systems and performing data backup to protect important information.
- Monitor performance and maintain systems according to requirements.
- Provides timely feedback to superior on product failure issues to be removed.
- Miscellaneous IT services.

IT Sales advisor, Emmatel telecom company, Syria , 4/2018-5/2020

- Explains technical information in clear terms to non-technical individuals to promote better understanding and better sales process.
- Matching product characteristics to customer's needs and wants.
- Familiarity with POS systems.
- Assist in reducing stock loss by observing all company procedures.
- Process all sales and collection of customer database in an efficient manner in line with the company procedures.
- Update managers by consolidating, analyzing, and forwarding daily action summaries.

Education

- Al Baath university, Homs, Syria , 2016-2012
Bachelor degree in Automation control and computer engineering.
- Syrian virtual university, Homd, Syria , 2021
Master degree in Quality management.

Achievement and certification

- Asia center for vocational training, Damascus, Syria, 2020
Diploma in networking, DHCP, DNS, web services.
- Asia center for vocational training, Damascus, Syria, 2018
Diploma in computer maintenance, Certified.
- UNHCR & GOPA, Homs, Syria, 2017
Attendance certification in security systems and cctv installation.

Languages

- Arabic : mother language.
- English : fluent.