**Personal Information:**

* Date of birth: 3 August 1983
* Address: Anabta, Tulkarm, Palestine.
* Email: eng.ady@hotmail.com
* Nationality: Palestinian
* Married
* Mobile: +970 599 837551

**Education**

* Palestine Polytechnic University (2002-2008): Bachelor of Engineering in Computer Engineering.
* Tulkarm industrial Secondary School - computer maintenance (2000–2002)

**Experience Work:**

August- 2008 - Till now: Global Tec for Training & computer in Nablus

As :

Employee in maintenance and troubleshooting department,

Manager of maintenance and troubleshooting department

Product Manager .

**Duties included:**

* PC troubleshooting and maintenance.
* Server configuration & installation ( HPE , DELL , Lenovo )
* Backup configuration & installation ( veeam , acronis, … )
* VPN connection and installation.
* System Security: configuration & installation (antivirus, mail security, ... )
* Firewall and security configuration and installation ( Fortinet , checkpoint , Sophos , …)
* Office Machines maintenance & setup.
* Network and wireless configuration and maintenance & troubleshooting
* Software installation and downloads
* IPBX : installation and configuration
* Customer support

**Languages:**

* Arabic: mother tongue.
* English.