📞 00964-770-567-9054

@ gorgis.yousif@outlook.com

📍 Iraq, Baghdad, Dora

🌐 Gorgis-Khoshaba

EDUCATION

Bachelors in Business Administration
Esraa university college
2017 – 2021

in

Portfolio

GORGIS YOUSIF

IT MANAGER

SUMMARY STATEMENT

IT Manager with 10+ years of experience in the Technology Industry. Proven ability to lead and motivate teams, manage complex projects, and deliver results on time and within budget. Expertise in cloud computing, cybersecurity, hosting, Microsoft 365, networking, Technology solutions for businesses, and data analytics.

EXPERIENCE

IT SPECIALIST/ AL-HAYAT SCIENTIFIC OFFICE

Baghdad / 2020 / Present

- Managing the company's contracts for telecommunications, internet providers, and technology suppliers.
- Managing the network to ensure smooth communication with the ERP system across all branches and HQ.
- Supervising the SIMs M2M system provided by Zain for sales representatives throughout the Iraqi territory to communicate with the ERP system.
- Developing the work environment, implementing SOP's, and supporting administrative staff while studying the needs and enhancing the IT department.
- Supervising project implementation and meeting the requirements of auditing companies in computing, encryption, archiving, and data security integrity.
- Implementing and examining business continuity and disaster recovery plans.
- Supervising the technological work requirements for all Departments.
- Providing awareness to employees about technological risks such as phishing, hacking, and malware.
- Applying quality and safety standards for computers and office equipment.
- Providing technology support for pharmaceutical partners such as AstraZeneca, Pfizer, Servier, and Biogaran.
- Implementing and supervising security measures for the HQ and branches through surveillance CCTV CAM, IP access doors, creating access permissions for employees, check in /check out devices for all Departments.
- Supervising the establishment, installation, and preparation of VPN servers for remote connection.
- Supervising the backup of servers and databases and ensuring their encryption and integrity using the Veeam Backup & Replication program.
- Monitor the performance of the network and take the necessary measures in time of need through the PRTG program.

IT SKILLS

Networking Knowledge:

Subnetting
DHCP
NAT
DNS
VLAN's
Wi-Fi Appliances
VPN
Iscsi

Server Skills:

VMWare ESXI
Windows Server 2012R2 and above
Virtualization
Veeam Data Backup & Replication

Telephony Skills:

SIP Trunk
VOIP Cisco
Grandstream
Trueconf

Microsoft:

Microsoft Office 365 and Exchange

Switching and Routing:

Cisco
Mikrotik
Fortigate

Wifi Technology:

Ubiquiti Access Points UNIFI
Mikrotik CAPS

Datastore:

Synology NAS storage
Asustor NAS

Data Backup:

Veeam Backup & Replication
Veeam Microsoft 365 Backup and
Recovery

Hosting:

Hostinger
GoDaddy

Email Business:

Microsoft Exchange
Hostinger
cPanel
Titan - IMAP AND POP3

EXPERIENCE

BRANCH MANAGER / NOONTECH, AGENT EARTHLINK
Baghdad / 2014 - 2020

- Supervising site and project rental agreements with clients, vendors, and enterprises.
- Designing and supervising marketing, implementation, support, and operations.
- Ensuring smooth business functioning, monitoring performance, managing content, and coordinating with the technical team to solve any arising issues.
- Managing the company's financial and technological assets for the site.
- Implementing strategies to enhance user experience and standard operating procedure (SOP) implementation.
- Developing new features and staying updated with the latest trends and technologies in the technology field.
- Developing staff to ensure the business remains innovative and competitive in the market.
- Collaborating closely with cross-functional teams, including marketing, content creation, and technical support, to align site goals.
- Providing technical support for wireless broadcast technology, switching, routing, hotspot Wi-Fi, and fiber optic systems.

OTHER PROJECTS

BAGHDAD HOTEL

Baghdad / 2023

- Stablished a fiber-optic infrastructure for high-speed and reliable connectivity.
- Establishing a network for guests and the ERP system to enhance the hotel's operational efficiency.
- Configuring Internet access permissions for both guests and the management staff, along with an exclusive ERP system for the staff's use.
- Establishing a secure remote connection via OpenVPN for accessing the network and data from any location.
- Conducting regular maintenance, re-establishment, and organization of the data center to ensure optimal performance and data security.
- Upgrading the Wi-Fi broadcast devices from Mikrotik to UNIFI AC, along with the installation of a controller server for effective management of the network.

IT SKILLS

CCTV CAM:

Hikvision
Dahua
UNV

Biometric Verification Terminal:

Hikvision
FingerTech
ZKT

Integrated Time Attendance:

Ingress
BioTime
TCMS

Platform Management:

Azur
Miradore

Remote connection:

OpenVPN
L2TP
FortiClient VPN

GLOBAL ACTIVITY AND VOLUNTEER

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OTHER PROJECTS

Bait Halab Restaurants Company
Baghdad / 2022

- Establishing networks for the system and Internet to ensure seamless connectivity and data accessibility.
- Creating access permissions for the Internet and ERP system to manage and secure data access effectively.
- Connecting branches through an intranet tunnel to facilitate communication and data sharing between different locations.
- Implementing a remote connection VPN for secure access to the network from remote locations.
- Conducting staff training sessions to familiarize them with access permissions and optimize their use of information technology resources.
- Developing technical aspects of computers and servers to ensure efficient and effective system performance.
- Providing consultations on various system types to streamline operations and maximize productivity.
- Supporting technology providers to address any technical issues and ensure smooth system functioning.
- Establishing a domain and setting up business emails to enhance the Restaurant's professional image and communication efficiency.
- Upgrading Wi-Fi transmission devices from TP-Link to UniFi for improved network performance and stability.
- Acting as a consultant in the application of specifications and standards for the purpose of the acquisition of the ISO 9001:2015 certification.

CERTIFICATES

- Skills from Google, Online - Digital marketing basics
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- MK Nets, Baghdad – Cisco CCNA
  https://gorgis-khoshaba.netlify.app/img/bg/cisco.jpg
- Cloud Data Solution, Jordan - Olives System
  https://gorgis-khoshaba.netlify.app/img/bg/CDS1.jpg
- MK Nets, Baghdad – Master V2 Course
  https://gorgis-khoshaba.netlify.app/img/bg/mk.jpg
- Al-Tamul Co, Baghdad
  https://gorgis-khoshaba.netlify.app/img/bg/marh.jpg
- Bait Halab Co. Rest, Baghdad
  https://gorgis-khoshaba.netlify.app/img/bg/halablogo2.jpg
- UBA, Jordan – SAGE X3
  https://gorgis-khoshaba.netlify.app/img/bg/SAGEX3.jpg
- AstraZeneca Project, Iraq(Baghdad, Karbala, Sulaymaniyah)
  https://gorgis-khoshaba.netlify.app/img/bg/Astrazeneca%20project.jpg
- Alison, Online - ITIL 4
  https://gorgis-khoshaba.netlify.app/img/bg/itil.jpg
- Midware Data Systems, an ITG company, Lebanon - fortinet network security
  https://gorgis-khoshaba.netlify.app/img/bg/forti%20cer.jpg