

ALI AFANDI (JD)

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WORK EXPERIENCE

Kurdistan24 | IT Help Desk Analyst-Ingest operator and Archivist

November 2022 - Present

- Utilized advanced problem-solving skills to troubleshoot and resolve technical issues efficiently.
- Managed system upgrades and applied software updates to maintain optimal performance.
- Ingesting and processing various media formats using Avid Media Composer, ensuring smooth workflow.
- Captured live feeds from satellites, LiveU, and news agencies, and archiving 15 daily news segments via Avid Interplay Access.

Kurdistan Net (O3) | Network Operations Specialist (Back Office)

October 2020 - 2023

- Use monitoring tools to process alerts, implement corrective actions, and ensure optimal system performance, while maintaining logs such as Daily Fault Logs to track technical incidents.
- Manage the ticketing system, coordinate with FTTH partners, and provide onsite troubleshooting support to resolve network issues efficiently.

ZAIN | Site Engineer (Contract)

2020

Shanica Group | Systems Administrator

February 2019 - 2020

- Resolved complex technical issues through advanced troubleshooting, ensuring system stability and uptime.
- Managed server upgrades, patches, and updates, while providing expert support for software application issues.
- Implemented regular backup processes, including weekly security camera data backups, to ensure data integrity and availability.

HITEX | IT Support Specialist (Contract)

2019

Rwanga Qudra | Cisco Network Engineer Instructor (Contract)

2019

- Delivered comprehensive Cisco network training, covering key concepts such as routing, switching, and network security, to enhance students' technical proficiency.
- Developed and implemented hands-on labs and real-world scenarios, ensuring students gained practical skills for effective network management and troubleshooting.

Al Jazeera. | IT Support Specialist

February 2014 - 2019

- Diagnosed and resolved technical issues with strong problem-solving skills, ensuring smooth operations across systems.
- Assisted staff with antivirus software installations and virus removals to maintain system security.

- Performed system upgrades, software installations, and applied updates to ensure up-to-date infrastructure.
- Provided support to office staff, resolving software application issues to optimize productivity.
- Conducted technology training sessions for new employees, improving their proficiency with IT systems.
- Gained hands-on experience as a part-time photographer and video editor, using Final Cut Pro to produce engaging content.

EDUCATION & CERTIFICATIONS

EDUCATION | 2013 Kurdistan Private Institute - Networking and Computer Science

CERTIFICATIONS | MikroTik MTCNA, Azure Courses

LANGUAGES | Kurdish, English, Arabic, Persian

SKILLS & EXPERIENCE

Support & Troubleshooting: Expertise in diagnosing hardware/software issues, with remote desktop troubleshooting experience.

Operating Systems: Proficient in Windows, Linux, and MacOS.

Networking: Experienced in MikroTik (MTCNA) and network configurations.

Virtualization & Server Management: Skilled with VMware ESXi, Active Directory, and Group Policy.

Media Management: Expertise in Avid Media Composer for media ingestion and transcoding.

System Monitoring & Backup: Familiar with monitoring tools, system performance optimization, and security camera backups.

Powershell & Scripting: Proficient in Powershell for automation.