

# MOUSA ABDELAAL

## System Administrator

### EDUCATION

#### Arab open University

Bachelor of Computer  
science  
2018-2023

### WORK EXPERIENCE

#### Help Desk Technician

Motmaina Medical Center  
2021-2022

#### Customer Support and End User Support

- Experienced in installing and configuring new software, hardware, printers, Windows servers, and other IT equipment
- Knowledge of network administration, including switches, routers, and firewalls.
- Proficient in setting up and troubleshooting network devices, Hikvision face recognition terminals, and IP cameras.
- Adept at providing technical support and resolving issues for end-users in a timely and effective manner.
- Excellent communication skills to understand user requirements and provide clear explanations and solutions.

#### System Administrator

Motmaina Medical Center  
2022-Present

- Skilled in performing regular system backups and restoring data as needed
- Experienced in monitoring network traffic and identifying/resolving performance issues
- Responsible for maintaining and updating Windows servers, including applying security patches and upgrades
- Hands-on experience in administering and troubleshooting various IT systems and infrastructure
- Configured and administered Avaya IP Office phone systems supporting up to 500 users
- Trained end-users on effective utilization of IP Office features and functionality.

### SKILLS

- ✓ Microsoft Office 365
- ✓ Problem Solving
- ✓ Networking
- ✓ Operating Systems
- ✓ Troubleshooting
- ✓ Cloud Computing
- ✓ Accounts Receivable
- ✓ Security
- ✓ Time Management
- ✓ Communication Skills
- ✓ Critical Thinking

### CONTACT

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### CERTIFICATION

#### Responsive Web design

FreeCodeCamp