Eng. Ahmed Dalati

Mob.: + (961) 71963085

Attn: Information Technology (IT) Department

I am writing to you because I believe my training, experience, and proven ability as a Tier One Technical Support Specialist and Help Desk Technician will allow me to significantly contribute to your company's IT division.

In reviewing the attached resume, you will note that I have acquired valuable experience in all facets of troubleshooting, installations, and maintenance for various desktop operations, hardware, and software. I possess a unique talent for delivering highly complex technical information into terms and concepts that the end users can readily grasp. Furthermore, I am multi- task oriented, enjoy a challenge, and continually stay abreast of the latest advancements in the IT field.

If you are seeking an IT professional who has excellent people and problem solving skills and can easily provide optimum support to your MIS operations, then please consider what I have to offer.

I believe it would be mutually beneficial for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals. I will call your office in a few days to inquire about the possibility of a meeting.

Thank you for your time and consideration.

Sincerely,

Eng. Ahmed Dalati

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e.mail: dalatiahmad@hotmail.com
Mob.: + (961) 71963085

PERSONAL INFO **Nationality**   : Syrian
Marital Status: Married
Date of birth   : June 1, 1980

Education:

Computer Sciences Engineering (Programming Engineering & Information Technology Department) Damascus University . 2006

OBJECTIVES:

Technically astute IT professional with strong experience providing help desk support to corporate clients across diverse industries. Recognized for ability to coordinate special projects control budgets, manage the purchasing of hardware and software, supervise technical teams, and to translate technical jargon into non-technical terms. I am interested in working in research groups, contributing my fresh ideas, creativities and passion, designing and developing high-quality software systems which can impact the future.

WORK EXPERINCE

Arabian Advanced Systems   **Aug2013 to present**
Position: IT -Technical Support

I worked in Arabian Advanced System company (Beirut Office)as Technical Support Engineering As well as Pre-sales engineer

Arabian Advanced Systems   **Apr2010 to Aug2013**
Position: IT -Technical Support

I worked in Arabian Advanced System company (Damascus Office)as Technical Support Engineering As well as Pre-sales engineer

Online Center   **Jan 2009 to Feb2010**
Position: IT -Technical Support

As Oracle developer I was responsible for development of new PL/SQL procedures and packages for implementing the new requirements of database data entries.

Sham Future Center   **Jan 2006 Dec 2008**
        Position: IT -Technical
        Support

As Oracle DBA I was responsible for database design, database development and database support of the new incoming projects major of SQL statements, and PL/SQL Language beside

Special Skills:

- Have the required skills to collect and manage information from one or more sources and distribution to one or more audiences, beside the organization of and control over the structure, processing and delivery of information.
- Can communicate effectively in both English and Arabic (both written and spoken)
- Fast Learner and willing to learn new skills.
- Work well independently or as part of a team.
- Able to training new team members.
- Good mastery of most office productivity software packages
- Very good oral and written communications skills.
- Problem solving capacity.
- Able to lead work to arrive the requested target in planning duration.
- Proven ability to complete assigned tasks appropriately and within the timeframe
- Profound ability to diagnose computer related problems

Skills & Characteristics

- Ability to effectively multi-task under pressure and in a fast paced environment.
- Customer-service orientation with professional and confident phone presence
- Positive and results-oriented attitude.
- Very pro-active and detail oriented approach.
- Can communicate effectively in both English and Arabic
- Hardworking.
- Able to handle stress and pressure.

RELATIVE COURSE WORK

- **Communication Skills:**   **2011**

I have a certification in Communication Skills Technique (Business Correspondence) from New Horizon Training Center.

- **Maintaining & Assembling :   2005**

Practicing Certificate in Maintaining and assembling the hardware components of Computer from Syria Computer Society (SCS) in 2001.

- **Introduction to Oracle10g: SQL: 2006**

This course is applicable to Oracle users. It provides the concepts of relational databases, to create database structures and to store, retrieve, and manipulate data. To query using Basic SQL Statements, restrict, sort, perform single row functions and group the queried data. Writing advanced SELECT statements and using advanced techniques, and hierarchical retrieval. Querying multiple tables, performing nested queries, implementing constraints, using date and time functions, and creating sequences and views.

- **Oracle10g Database Administration Fundamentals I & Fundamentals II 2007**

Oracles DBA manage the industry's most advanced information systems and command some of the highest salaries. This course is to give a firm foundation in basic database tasks. To design, create, and maintain an Oracle database.
Getting a conceptual understanding of the Oracle database architecture and how its components work and interact with one another. Learn how to create an operational database and properly manage the various structures in an effective and efficient manner.

- **Oracle Application Express 4.0 :   2010**

Oracle Application Express is a rapid Web application development tool for the Oracle database.

Practical Projects:

- **Solve the Mathematical Phrases:**

Provide easy interface for students and interested people to deal with different types of mathematical phrases and forms that they could get it solved just by give the necessary parameters…

- **Encryption & Decryption Algorithms:**

Represents famous universe algorithms which are used for Encryption such [Morse, Vernam, Caesar Cipher...etc]. On equal terms represents Decryption these algorithms.

- **Surgery Clinic Soft:**

Give the Surgery efficient software to use it in their clinics.

Summary of Qualifications:

- Familiar with various word processing, typesetting, and graphics packages, and web browsers for PCs…
- Professional in major of SQL statements, and PL/SQL Language beside
- Oracle8, Oracle9i, Oracle 10g, Oracle11g, Delphi.
- Inventory (reports, update, material requisitions,)
- Exchange rates
- Daily Backup and Storage