

# IBRAHIM KHALIL

## Information Technology Support Specialist

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### PROFESSIONAL SUMMARY

Information Technology professional with 20+ years of experience providing technical support, desktop deployment, network administration, systems implementation, and IT operations across government agencies, United Nations organizations, and private enterprises. Skilled in troubleshooting hardware and software, Microsoft 365, Windows administration, user training, technical documentation, and delivering exceptional customer service. Currently pursuing a Cybersecurity Certificate at Ohlone College.

### CORE COMPETENCIES

• Technical Support • Help Desk • Desktop Support • Hardware & Software Troubleshooting • Windows 10/11 • Windows Server • Microsoft 365 • TCP/IP • DNS • DHCP • LAN/WAN • Printer Support • IT Asset Inventory • Technical Documentation • User Training • Incident Resolution • Customer Service

### PROFESSIONAL EXPERIENCE

#### IT Consultant & Technical Support Specialist

Consultus Experts | 2017–2023

- Delivered IT consulting and end-user support.
- Resolved hardware, software, and application issues.
- Created technical documentation and standardized support procedures.
- Provided user onboarding and training.

#### Medical Information Systems Specialist

Allied Doctors for Medical Systems | 2012–2017

- Supported healthcare information systems.
- Installed software and maintained workstations.
- Worked with technical teams to resolve system issues.
- Trained users and improved workflows.

#### Senior Information Systems & Network Administrator

Humanitarian Aid Commission | 2008–2012

- Managed enterprise networks and Windows servers.
- Configured desktops, laptops, printers, and peripherals.
- Provided technical support and network troubleshooting.
- Coordinated IT initiatives with UN partners.

#### IT Consultant

United Nations World Food Programme | 2006–2007

- Deployed IT equipment and supported field operations.
- Maintained IT inventory and documentation.

## **Network Administrator**

AOAD | 2004–2006

- Administered Windows networks.
- Provided desktop support and software installation.
- Resolved DNS/DHCP/connectivity issues.

## **EDUCATION**

Cybersecurity Certificate Program (In Progress) — Ohlone College

Master of Management Information Systems (MIS) — Arab Academy for Management, Banking & Financial Sciences

Bachelor of Science in Computer Science & Information Systems — University of Technology

## **PROFESSIONAL DEVELOPMENT**

CompTIA Security+ (In Progress)

Advanced Microsoft 365

Windows Server

Network Fundamentals

Languages: English (Professional), Arabic (Native)