

Dima Mreesh P.Eng.
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(902)330-5557 dimamreash@gmail.com

Skills Summary:

- More than ten years of experience in network administration, System Administration and Client solutions
- Member as a Professional Engineer - Engineers PEI
- Project management training and workplace experience
- Windows: XP, Vista, Windows7 & Windows 10, Windows Server 2008, Windows Server 2012
- Linux: Debian, Ubuntu server
- VMware (configure and manage Vcenter)
- SAN storage (Dell Equal logic)
- Accounts management
- Google Suite Administration, O365 Administration
- Systems Administration (Room booking App, Elections App..)
- Ability to assist end users with requests for system access, training, documentation, configuration and system operational needs
- Ability to provide IT client services
- Fluent in Arabic and English
- Valid PEI driver's license and access to vehicle

Education and Training:

Windows Server 2012 Microsoft Certificate	2017
AUCTC Acadia University	2017 Wolfville, NS
Interpreter Training PEI Association for Newcomers to Canada	2016 Charlottetown, PE
Information Technology Training Certified Wireless Network Administrator (CWNA) Cisco Certified Network Associate (CCNA) Microsoft Certified Software Engineer (MCSE & ISA)	2006-2013 Damascus, Syria Damascus, Syria Damascus, Syria
Project Management Damascus University	2011 - 2012 Damascus, Syria
Bachelor Degree in Computer Systems and Networks Engineering Damascus University	2000 - 2005 Damascus, Syria

Employment History:

Systems Analyst

2018 – May 2020

ITSS -UPEI

Charlottetown, PE

- Supports the proper operation of IT systems operating on the campus network, which provide a wide variety of mission critical services, including: File and printing services, Active Directory, GSuite , Office 365 and account management
- Assist in the planning, design and implementation of new applications and enhancements to existing applications.
- Assist decision makers, systems owners, and end users to define business requirements and systems goals, and identify and resolve business systems issues.
- Ensure compatibility and interoperability of IT systems.
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Assist in the deployment of new applications and enhancements to existing applications.
- Conduct research on hardware and software products to justify recommendations and to support purchasing efforts.
- Analysis and creation of reports
- Install/Implement and configure IT systems
- Monitor IT system performance, and adjust configuration as necessary to ensure performance, functionality, licensing, and security needs are maintained.
- Diagnose and correct problems identified by monitoring systems, clients, or co-workers.
- Perform remedial hardware and software activities as required (replace failed hardware, evaluate and install software patches and updates, etc.)
- Establish or revise standard procedures for system operation and maintenance, and ensure they are followed by other departmental staff.
- Develop and maintain documentation describing the purpose, function, configuration, and maintenance of systems.
- Ensure systems are backed up and restore processes are tested regularly
- Patches and updates to systems.
- Monitor system performance, identify bottlenecks, suggest and implement chosen solutions.
- Establish or revise standard procedures for equipment operation and maintenance, and ensure they are followed by other departmental staff
- Develop and maintain documentation describing the purpose, function, Configuration, and maintenance of IT systems.

Server and Network Support*ITSS -UPEI***Dec 2016- 2018**

Charlottetown, PE

- Support the efficient and reliable operation of datacenter hardware and software and support the operation of the campus computer network
- Install, configure, monitor, and maintain:
 - Server hardware and operating systems
 - Server-based software
 - Data storage including SAN
 - Local and wide-area network equipment
- Update system and network records
- Consult with, and provide technical support for, others within and outside the department regarding the use and performance of server and network systems

Interpreter

PEI Association for Newcomers to Canada

2016

Charlottetown, PE

- Provide interpreting services in a wide variety of situations
- Confidently interpret information in English and Arabic
- Ability to remain calm in stressful situations
- Professional, personable and friendly with both clients and staff
- Contact clients and record data

Technical Supervisor

Damascus University

2009 – 2015

Damascus, Syria

- Responsible for coordinating a team of five engineers
- Implemented project management strategies to lead effective network management
- Installed and configured Windows Servers
- Added, maintained and removed objects within Active Directory
- Problem solving and troubleshooting abilities to resolve technical issues
- Developed network diagrams
- TCP/IP configuration and administration of IIS for Intranet
- Cisco switches configuration.
- Implementation of McAfee Antivirus

IT Support Engineer

Damascus University

2006 – 2008

Damascus, Syria

- Technical support for Desktop windows, Windows 2003
- Managed and Administered Windows XP and Windows 7 workstations and laptops
- Supported Microsoft Office 2007/2010
- Shared knowledge with new recruits and taught ICDL
- Network planning, coordination and execution for network projects and CCTV

Volunteer History

Mr Elias Orthodox Church

Sunday School Teacher

Damascus - Syria

Saint Peter and Paul Orthodox Church

Sunday School Teacher

Charlottetown, PE

Charlottetown City Hall

Newcomers Mayor Receptions

Charlottetown, PE

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References

Dana Sanderson

Chief Information Officer, UPEI
(902) 894 2800
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Doug Burton

Manager of Information Systems, IT Systems & Services, UPEI
(902)566 6488
dburton@upei.ca

Lisa Chaisson

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(902) 628-6009, ext 205
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Harry Kielly

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