

Abdullah Bandar

IT Support Specialist & Junior System Administrator

Sana'a, Yemen
Willing to Relocate (GCC & MENA)
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Professional Summary

Bachelor of Information Technology graduate (2026) with hands-on experience in IT support, systems administration, and networking. Proven ability to deploy Windows environments, configure Active Directory, and troubleshoot hardware and software issues. Adept at managing fundamental network services (DNS, DHCP, TCP/IP) and delivering remote and on-site technical support. Combines a strong technical foundation with a practical troubleshooting mindset to ensure system reliability and resolve end-user technical challenges efficiently.

Core Technical Skills

OS & Admin	Windows 10/11, Windows Server (2019/2022), Active Directory, Group Policy (GPO), RBAC, User Administration.
Networking	TCP/IP, DNS, DHCP, VLANs, LAN/WAN, Routing/Switching, MikroTik RouterOS.
IT Support	Hardware & Software Troubleshooting, OS Deployment, PC Setup, Driver Configuration, System Optimization, Remote Support (RDP, AnyDesk), End-User Technical Support, IP CCTV.
Additional	Web Hosting, SSL/TLS, Database Integration, Generative AI (Prompt Engineering), Touch Typing (AR/EN).

Professional Experience

2022–Present	IT Support Technician (Freelance), Self-Employed, Sana'a, Yemen - Provided hands-on IT support for 20+ Windows computers and devices, handling OS deployment, software installation, driver configuration, and system optimization. - Administered Active Directory environments, managing user accounts, permissions, and applying Group Policy Objects (GPOs) for network access control. - Configured and troubleshooted fundamental networking infrastructure, including TCP/IP, DNS, DHCP, and local LAN/WAN connectivity. - Diagnosed and resolved hardware and software issues, delivering responsive remote and on-site technical support to non-technical end-users via AnyDesk and RDP. - Assisted in the physical installation, system configuration, and network integration of IP CCTV surveillance systems.
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Technical Projects

2026	YemeniJobs.com (Job Board Platform), Graduation Project Deployed and hosted a scalable web platform connecting 10+ companies and over 700 active users. Managed domain configuration, database integration, and reliable web hosting infrastructure.
2026	Ehsan Modern Hospital Platform, Independent Deployment Implemented a secure portal commissioned directly by hospital administration. Configured SSL/TLS to secure data transmission and support reliable access.
2026	Dental Clinic Management System, Independent Deployment Configured and deployed a bespoke management application currently utilized by 10+ dental professionals, managing backend infrastructure to support daily clinic operations.

Education

2022–2026	Bachelor of Information Technology, Saba University, Sana'a, Yemen Relevant Coursework: Network Administration, Information Security, Systems Analysis, Database Management.
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Certifications & Languages

Certifications	Google: Technical Support Fundamentals MikroTik ICDL Google AI: GenAI & Prompt Engineering.
Languages	Arabic: Native English: Professional Working Proficiency.