



Ahmed Omar Elmahi

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PROFESSIONAL SUMMARY:

Seeking a position as IT support with a reputed organization where my education and experience will have valuable application.

EXPERIENCE:

Desktop Engineer

Aug 2023 - Present

Emirates NBD Bank, Al Ain Opeartion office

Responsible about on boarding staff and troubleshooting technical issues .

IT onsite Support

Jan 2023 - Jul 2023

Boehringer Ingelheim, Dubai

- Managed projects with suppliers and users, finalizing into an agreement and negotiating for the best cost-effective solution.
- Conduct remote troubleshooting.
- Responsible for IT procurement.
- Walk customers through installing applications and computer peripherals.
- Installing and configuring appropriate software and functions according to specifications.
- Maintain records/logs of repairs and fixes and maintenance schedule.

System Admin

Sep 2022 - Dec 2022

Emirates NBD BANK, Dubai

- Complete Installation of new CRM for More than 50 branches
- Address user tickets regarding hardware, software, and networking
- Ask targeted questions to diagnose problems
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional

IT Freelance

Jun 2021 - Aug 2022

Dubai, Dubai

Resolving tickets for clients under the supervision of third parties.

End User Support

May 2020 - Nov 2020

Teach Mahindra, Muscat, Oman

- Provide Support to Desktops, Laptops, and Printers and smart devices
- Deployment and migration of windows 10
- Coordinate with hardware support teams and ensure replacement/provision

- Ensuring a standard Desktop, Laptop for all users (based on the existing policies of Customer)
- Technical Support & End User Training
- Providing immediate notification to the customer of system outages on critical systems and providing progress updates in accordance with the Procedures Manual
Networking Troubleshooting
Win XP, win 7, Win 10 OS, Patch Management, Ghost Re-Imaging tool
Email Client (MS Outlook, Lotus Notes)
Knowledge of Active Directory Services (ADS).

Desktop Engineer

Apr 2017 - Mar 2020

KidsMall, Barka, Oman

- Maintaining the network, troubleshooting, installations, backup and recovery for servers, desktops, and portable devices
- Provide networking/desktop support and perform maintenance tasks for users
- Handle the mall's website with full administration
- Perform daily test of entire software (InterCard System).

IT support

Nov 2014 - May 2015

NIIT Technology Institute, Bangalore

- Maintaining the network, troubleshooting, installations, backup and recovery for servers, desktops, and portable devices.

EDUCATION:

Bachelor of Science: Computer and Information Sciences

Jan 2014

Waljat College Partnership With BIT Ranchi Institute, India (Oman) - Muscat, Oman

SKILLS

DHCP, TECHNICAL SUPPORT, HARDWARE, AND NETWORKING

LICENSES & CERTIFICATIONS:

Windows Server 2012 R2

2015

Microsoft

- Valid UAE driving license.