



**MOHAMMED MUSABBAH AL MANSOORI**

**PO BOX 22069, DUBAI, VILLA # 43, AL WARQA**

**Mobile: 050-7881179**

**Nationality: Emirate, Date of Birth 05 /08/1984 Dubai,**

**[mohammed.almansoori@dubaairports.ae](mailto:mohammed.almansoori@dubaairports.ae)**

---

#### OBJECTIVE

I am an experienced ICT Professional (10 Years+- UAE national), seeking Senior IT Positions in leading environments where I can add value by performing with my experience and skills

---

#### SKILLS & ABILITIES

ICT Customer Support, Customer Service and Happiness, ICT Service Desk and Support, ICT Planning – Asset, Procurement and Inventory, Event Management and Special Projects, Field Support, Web Design, Development

---

#### EXPERIENCE

##### **SERVICE SUPPORT ENGINEER, DUBAI AIRPORTS, ICT CUSTOMER SUPPORT**

***2010– till now***

- ❖ The purpose of the role is to ensure the quality of IT Customer Support activities for the ICT end users by maintaining quality of IT hardware, components, software installations, distributions

##### **Responsibilities**

- ❖ Conduct IT Customer Support activities based on Business requirements, business impact priorities using Help Desk system and ICT tools
- ❖ Provide onsite support, remote assistance and interact with users on a daily basis for user requirements, follows ups for requests and providing services.
- ❖ Plan and supervise a team of technicians in order to achieve organization's objectives
- ❖ Interact, provide support to Team Leader and Customer Support manager on meeting the department's objectives

##### **Tasks**

- ❖ Working On 24/7 Basis as Shift Engineer, supervising a team of technicians, carry out incident management activities, manage onsite workload and distribute ICT support Technicians around Dubai Airports accordingly
- ❖ Monitor the resolution of tickets against Service level agreement metrics, Manage Software distribution, upgrades, deployments of new packages, patch management
- ❖ User requirement analysis, new projects in customer supports, facilitate infrastructure for new department/ units by co-coordinating with service desk, demand management and infrastructure team

##### **ASSET MANAGEMENT CONTROLLER, DUBAI AIRPORTS, ICT CUSTOMER SUPPORT**

***2008 – 2010***

- ❖ The purpose of the role is to ensure that ICT Assets are planned, distributed and controlled to meet Business requirements

##### **Responsibilities & Tasks**

- ❖ Management / distribution of ICT Customer Support Assets such as Desktops, Laptops, Printers, Peripherals and Spares

- ❖ Asset Issuance, Collection and delivery, co-ordinate with Onsite / Service desk without service impact
- ❖ Creation of records in Asset System (CA), verification of existing records
- ❖ Asset tagging and assignment, verification, release of stakeholder items after budget transfer
- ❖ Scrap items, Write up process with Finance / Central Stores
- ❖ Work with ITLAB for new technologies

#### **TECHNICAL SUPPORT, DUBAI AIRPORTS**

**2006-2008**

- ❖ Provide First Level / Second level of Support to Dubai Airport ICT users
- ❖ Trouble shoot desktop level issues of Users by onsite / Remote / Telephone
- ❖ Install/ troubleshoot issues related to user, user desktop, printers, scanner, ICT devices
- ❖ Site Survey, patching network outlets, visiting All airport locations, terminals

#### **IT DATA ANALYST, GENERAL AUTHORITY OF ISLAMIC AFFAIRS & ENDOWMENTS (AWQAF)**

**2006-2008**

- ❖ Data Entry of all Dubai Mosque's Details and Maps
- ❖ Web site maintenance, Updating Content on Awqaf Website

---

#### **EDUCATION**

DUBAI MEN's COLLEGE – **Diploma in C-Net Computer Information Processing, [2006]**  
 AI WUHEIDA SECONDARY SCHOOL- **Higher Secondary Certificate. [2003]**

---

#### **COMMUNICATION**

Professional Business Communication  
 Arabic – Fluent, Written and Spoken,  
 English - Fluent, Written and Spoken  
 Urdu/Hindi - Written and Spoken  
 IELTS- Band 6.0

---

#### **PROJECTS & EVENTS**

##### **WORKED AS ICT CO-ORDINATOR FOR BELOW PROJECTS**

- Dubai AIRSHOW (2007,2009,2013,2015)
  - System Migration from JD Edwards to CA Unicenter
  - GITEX (2009, 2011,2014,2015)
  - Asset Replacement Plan for DI & DWC
  - Managed Print solutions survey and Canon MPS
  - Terminal 1 Workspace Project
  - Lost and Found, Info Desk Projects
  - Happiness Meter Kiosk – Dubai Airport/ Dubai Smart Government
  - NXTV Break Rooms, Dubai Airports (2017)
- 

#### **AWARDS & TRAINING CERTICATIONS**

- Certificate of Appreciation in Department of Civil Aviation 2006
  - Certificate of Appreciation Employee of the month 2006
  - Certificate of Appreciation GITEX 2009
  - Certificate of appreciation from Ministry of Defense for the Dubai 11th Air show 2009,2011
-

- Certificate of appreciation from Dubai Airports for Hajj comity 2011
- Certificate of Appreciation from Dubai Airports of 40 years' national day
- Certificate of Appreciation from Sheikh Hamdan Bin Rashid Al Maktoum Award for 12th Asia –pacific conference on Giftedness 2012
- Certificate of appreciation from Dubai Smart Government GITEK 2014
- Certificate from institute of Leadership & Management for Airport Management
- Basic Plus CPR, AED and First Aid for Adults, Belhasa Safety, 2015 (Certified Safety Provider)
- Service Now – Incident Management
- OKTA – MDM (Mobile Device Management)

---

#### HOBBIES

SWIMMING, Football & photography

---

#### REFERENCE

- 1) **SYED MOHAMMUD MOHAIDEEN**
    - TEAM LEADER – SERVICE SUPPORT, (ICT), DUBAI AIRPORTS
  - 2) **ABDULLA OBAIDALLA**
    - Chief Operating Officer of Wasl Asset Management
-