

# SENAN AHMED AL MUHAIRI

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## **EXECUTIVE PROFILE**

- To secure a position in an organization that would fully employ my personal skills, my excellent communication, public relations, problem-solving & leadership skills, combined with my deep knowledge of IT Infrastructure Unit, make me a highly valuable employee & team leader.

## **CAREER PROFILE HIGHLIGHT**

- 2013 - Present      **Section Head, First Level Support (Service Desk & Desktop Team) - IT Infrastructure Commercial Bank of Dubai,**
- Administer service desk and desktop support team to provide an excellent user experience w.r.t. service desk and 1st level support to users.
  - Plan and allocate tasks for the service desk analysts and desk support team through the desktop support team leader.
  - Ability to direct the team to analyse the users' complaints incidents / problems / service requests) with regard to the IT services involving IT-infrastructure and IT application systems. Wherever possible, provide solution or workaround to continue the work without interruptions.
  - Preparing monthly reports related to availability, reliability and maintainability (MTTR report).
  - Conduct service review meeting with the unit heads within IT department with clearly measurable KRAs (Key Result Areas) and SLA breaches.
  - Conduct team meetings to guide the team in the areas of strengths and improvements and jointly come up with SIPs (Service Improvement Plans) with measurable matrices w.r.t. service quality and process efficiency.
  - Adhere to existing policies and procedures which are directly and indirectly related to the job holder's job domain.
  - Conduct vendor meetings and ensure that vendors' performance adheres or exceeds underpinning contract terms.
  - Maintain record of all user complaints and initiate prompt remedial measures including preventive measures through RCA (Root Cause Analysis).
  - Prepare and maintain and updated service catalogue with service costing.

- 2012 - 2013      **Senior Engineer Operations, Server Support - IT Infrastructure**
- Installing new servers, updating the servers, checking if the systems are working as it should on the servers.
  - Handling Microsoft exchange, handling windows active directory, migrating routers extra 300 to Eikon in the Treasury department.
- 2009 - 2011      **Engineer Operations, Desktop Team - IT Infrastructure**
- Supporting users if there is any hardware issue or software, installing programs, printers, fixing pcs, site visit (branches for support).

## **PROFESSIONAL & ACADEMIC CREDENTIALS**

- 2016 – 2017      **UAE National Service (completed)**
- 2014 - present      **American University in the Emirates**
- Bachelor of Business, planning to specialize in information system and technology management.
- 2007 - 2008      **Dubai Modern Education School- DMES - Private school**
- High School Certificate with a 84% , Dubai, U.A.E

## **KEY SKILLS & COMPETENCIES**

- Self-motivation and honesty
- Excellent communication skills both written and verbal
- Motivational and credible with highly effective interpersonal skills
- Strong and quick acquiring of new technologies
- Good in at planning and decision-making
- Resolving problems in a timely & efficient manner
- Capable to handle people from different nationalities
- Quick to learner
- Efficient and hard worker
- Able to coach & present

## **REFERENCES**

- Available on Request