

FAHAD HILABI



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BIO

1.7 Experiences of IT administrator with a proven track record of managing and optimizing network infrastructure, implementing security measures, and providing technical support. Proficient in system administration, troubleshooting, and ensuring seamless IT operations. Dedicated to maintaining high levels of system reliability and user satisfaction through effective problem-solving and collaboration.

WORK EXPERIENCE

KONECRANES IT ADMINISTRATOR

MARCH 2021 - PRESENT

- Worked on ITIL and Ticketing Tool: Service Now
- Have helped end users with their technical queries like internet issues, emails, Bit locker, System upgrades, software installation Microsoft Outlook etc.
- Worked on the creation of Shared Mailbox, User Mailbox, and Distribution Lists running Power
- Shell Script and providing delegation access to users from Exchange Portal Assigning Microsoft Licenses.
- Siebel CRM account creation and modification.
- Responsible for Analysing & Monitoring Qlikview, SAP Reports
- Maintaining Daily Reports and forwarding them to the respective Manager
- Worked on several applications such as Teamcenter, SAP, Siebel, Adobe, QlikView etc.
- Create a Knowledge article and update the runbook.
- Attend Client calls and take huddle sessions. Brief the Team with Process updates and changes.
- Create a Dashboard for reports in Power bi and application in Power App

TECHNICAL SKILL

- Active Directory
- Microsoft Exchange
- Microsoft Office
- Problem-Solving
- Microsoft Azure
- Extract, Transform, Load (ETL)
- Data Visualisation
- Data Analysis

EDUCATION

MCA - MASTER OF COMPUTER APPLICATION

Savitribai Phule Pune University, Pune, M.S, India

2018- 2021

PROJECTS

TEAMCENTER ACCESS MANAGEMENT AND SCCM APPROVAL AUTOMATION

Duration - 04/06/23 - 10/07/23

- Imported data from SharePoint, which was driven by a Power App.
- Transformed the fields in the data to make informed decisions, applying DAX functions to calculate various metrics.
- After preparing the data, created a comprehensive dashboard that visualizes the insights.
- Finally, I published and shared the dashboard on the Power BI server for easy access and collaboration. This integrated approach allows for efficient data-driven decision-making within the organization.

CERTIFICATION

TABLEAU DESKTOP QUALIFIED ASSOCIATE CERTIFICATION

iNeuron.ai Education center in Bengaluru, Karnataka

ANALYSING AND VISUALISING DATA WITH MICROSOFT POWER BI

iNeuron.ai Education center in Bengaluru, Karnataka