

Fahed Zainalabdeen

Contact Information

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Location: Jordan, Amman

Professional Summary

Results-oriented IT Systems Engineer with over 4 years of experience specializing in IT infrastructure, technical support, and cybersecurity. Adept at managing complex systems including Windows Server, Active Directory, and SQL Server to ensure seamless operations. Demonstrated expertise in deploying and maintaining POS systems, enhancing secure payment interfaces, and driving operational efficiency. Skilled in leveraging tools such as Power BI and ServiceNow to optimize incident management and reporting. Proficient in investigating and diagnosing issues through comprehensive analysis of logs and traces, ensuring timely resolution of technical challenges. Proven ability to collaborate across teams, deliver innovative solutions, and maintain high SLA compliance rates. Committed to continuous improvement and delivering scalable, secure IT systems aligned with organizational goals.

Key Skills

- 🖥️ **Programming Languages:** HTML, CSS, JavaScript, C, Python

🔧 **Technical Skills:** Installation, repair, and configuration

🖨️ **System Engineer Skills:** Active Directory, IIS, SQL Server, Linux, VMware

☁️ **Cloud Technologies:** Microsoft 365, Azure

🔌 **Networking:** VPN, DNS, DHCP, WSUS, Citrix

🛡️ **Security Tools:** Wireshark, Nmap, Metasploit

🔧 **Helpdesk & ITSM:** ServiceNow, ITIL Framework, AXIOS, Jira

🤖 **Scripting & Automation:** PowerShell, Bash, Batch scripting

🗄️ **Database Management:** SQL Server, MySQL

⚙️ **Management Skills:** Microsoft Word, Excel, Email Communication, Time Management, Problem-Solving

📢 **Marketing Skills:** Facebook Advertising, Google Ads, Social Media Marketing, Content Creation

👥 **Soft Skills:** Communication, Teamwork, Leadership, Customer-Focused, Time Management, Critical Thinking, Conflict Resolution, Adaptability, Decision-Making

Work Experience

IT Systems Engineer – Diyar United Company | Jordan, Amman | 09/2023 – Present

- Provided application support and device management for smart fueling systems across ADNOC, EMARAT, and WOQOD stations, ensuring 99% operational efficiency.
- Implemented and configured MS-SQL servers in standalone and clustered environments, enhancing database reliability and performance.
- Deployed and maintained the NAMOS POS system, improving transaction processing speed by 25%.
- Developed and tested application patches on UAT servers, ensuring seamless rollouts to production environments.
- Generated Power BI reports to track key performance indicators, improving decision-making and team efficiency by 20%.
- Created service requests in Jira to coordinate device replacements, application configurations, and activations.
- Implemented the External Payment Interface (EPI), a web-based application enhancing secure payment processing.
- Conducted thorough UAT (User Acceptance Testing) for new application patches, prepared detailed documentation, obtained client approvals, and ensured successful deployment in production environments.

IT Support – Arab Bank | Jordan, Amman | 04/2021 – 09/2023

- Resolved technical issues for hardware and software, reducing downtime and improving service availability by 30%.
- Optimized Active Directory operations for user account management across multiple domains.
- Provided printer configuration and connectivity support, enhancing operational efficiency by 20%.
- Utilized ServiceNow to manage and resolve IT incidents, achieving 99% SLA compliance.
- Configured and maintained VPN connections to support secure remote access for employees.
- Installed and configured operating systems and software applications for end-user devices, ensuring optimal performance.
- Monitored and maintained network infrastructure, resolving connectivity issues promptly to ensure uninterrupted operations.
- Trained staff on IT best practices and the use of internal systems, improving overall efficiency and technical knowledge across departments.

Education

Bachelor of Science in Business Information Technology

🏛️ **Institution:** Princess Sumaya University for Technology

📍 **Location:** Amman, Jordan

📅 **Graduation Date:** March 2020

🏆 **Grade:** Good

Certifications

- 🌟 Certified Ethical Hacker (CEH)
- 🌟 Certified Cisco Network Associate (CCNA)
- 🌟 CompTIA Security+
- 🌟 Microsoft Certified: Azure Fundamentals (course completed)