JAKEED MEKKEKAT

IT TECHNICAL SUPPORT ENGINEER

Technical IT-specialist, with terrific knowledge and good interpersonal skills to assist customers/users with desktop, printers, application level skills. Possesses a thorough knowledge of computer hardware, network engineering and software applications, 10 years of experience working as an IT Support engineer in ministry of education and top leading bank in IT- sector in Saudi Arabia.

To know more about me please visit my website. **www.jaleedmk.com**

EXPERIENCE

RIYAD. SAUDI ARABIA
Nov 2018 - Currently

IT TECHNICAL SUPPORT ENGINEER
AL-RAJHI BANK HEAD OFFICE, RIYADH SAUDI ARABIA

Hardware replacement/ upgrade hardware such as monitors, printers, desktops, IP phone, routers, switches, network cabling & crimping etc. (wired & wireless)

Installation new hardware for new users such as monitors, printers, desktops, IP phone, routers, switches, network cabling & crimpling etc. (wired & wireless)

Maintenance & Support for all IT-equipments.

OS installation, upgradation & troubleshooting.

Application/ software installation, upgradation & troubleshooting.

Updating security patches.

Coordinating with VDI team to enroll new user ID in VDI system. New installation and maintenance for the VDI system.

Sending request to the team for creating any new user Id and proving them all required access (email, IP phone, printers, security access card, etc.)

Opening ticket in BMC remedy platform (internal application) for arranging required access to each individual users based on their work profile.

Communicating with application support team for resolving the issues facing by on premise and remote users.

Checking tickets assign to me by users and my manager on hourly basis and resolving the issues on provided time frame to meet the target (closing tickets).

Remote support for branch users for their hardware, software, applications, etc.

Configuring user profiles in outlook, taking backups .pst file, and troubleshoot.

Contacting outlook team for allocation of additional space if required for department heads, & users.

Sending RFP to vendors for the IT equipments and selecting the best based on the SLA and pricings.

Create user account in Autodesk system

Installation and configuration of AutoCAD and assigning the users.

Extended support to Al Rajhi Bank head quarter

Maintained hardware performance, network connectivity, and software updates for 3000+ users.

Communicating with Al Rajhi-IT to ensure the smooth flow of the projects, requirements from technical prospective such as with LAN, WAN, VPN, TDS, ISD & Database administrator.

Identifying and resolving the IT technical issues for proxy, browsers, firewall, desktop, laptop, Ethernet, etc.

CONTACT INFORMATION

Email
jaleed2009@gmail.com

Phone
+966 550904558

Date of birth
Dec 25, 1987

Nationality
INDIA

Link
www.jaleedmk.com, linkedin.com/in/jaleed-mekkekat-209285235

SKILLS

- Working knowledge experience on MAC OS and Outlook email, Onsite & Remote Technical Support, Strong demonstrated knowledge and experience with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint), Up-to-Date Knowledge of Computer Operating Systems, Computer Hardware Systems & Components, LAN &WAN Connectivity & Maintenance, Basic knowledge in programming language included (C.C++, html, Css. JavaScript, jQuery, bootstrap), People Skills & Friendly, Helpful Attitude, Ability to work as part of a team and communicate with staff at all levels, Ability to learn quickly and adapt to new situations and new scenarios

LANGUAGES

ENGLISH.ARABIC.HINDI.MALAYALAM

Application support sides such as pages keep reloading analyze the issue and resolving them, and in some case it is needed to communicate with IT for resolving the issue.
Provided technical assistance to users on inbound telephone technical support calls.

TAIF . SAUDI ARABIA
Oct 2012 – Oct 2018

● **COMPUTER & NETWORKING TECHNICIAN**
TAIF UNIVERSITY , TAIF SAUDI ARABIA

Installed and maintained companys computer systems and network.
Completed troubleshooting and repair when computers had problems.
Troubleshooting and repair networking related problems
Assisted office staff with computer application questions.
Repaire and Maintanace of printer and scanners.
Installation and configuration of CCTV and Cisco video conferenceing device .

EDUCATION

TIRURANGADI.KERALA
Jun 2007 – Mar 2009

● **higher secondary**
Oriental Higher Secondary School

TIRURANGADI.KERALA

● **Secondary School**
Oriental Higher Secondary School

PROJECTS

Projects Accomplished successfully

As a part of AL Rajhi Bank in engineering department worked on activities for changing the email domain address for all users

Communicated with business department to purchase the new domain address

Provided the entire user Ids to exchange team to add users to new domain address in outlook profile

Coordinate with information security and access management team to get required the approval

Reconfigured the outlook profile for entire users to effect the changes performed for SMTP address

Added PST file after reconfiguring the profile

Coordinated with access management team to change email signature for entire users

Windows 10 migration project for desktop users in year 2019

Completed widows 10 installation for around 150 users

Backup and restore the data

Software installations

VDI Windows 10 migration project

Updated VMware for entire VDI thin Client devices

Coordinate with VDI support team for enrolling user id in windows 10 and moving data from old profile to new

Purchasing and installations of eight New MFP printers for AL Rajhi Engineering Department

Arranged the quotation from vendor and coordinated with procurement team for the purchasing process

Coordinated with network security team for adding those printers IP address behind firewall

Desktop and monitor replace project for entire users in year 2021

Completed widows 10 installation for around 150 users

Backup and restore the data

Software installations

CERTIFICATIONS & COURSES

ADVACED DIPLOMA IN COMPUTER HARDWARE AND NETWORKING

MCSA WINDOWS SERVER 2012 CERTIFIED

MCP MICROSOFT CERTIFIED PROFESSIONAL

HONORS & AWARDS

Certificate of Appreciation:

Part of a team for effective contribution, dedication and commitment demonstrated during successful completion of Credit Process Automation (CPA) project in Alrajhi bank

Contributed in Business continuity activities in Alrajhi bank during COVID19 period within year 2020

Involved in Data Centre Migration program in the year 2019