

J A L E E D M E K K E K A T

IT Infrastructure Support Specialist

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PROFILE

IT Technical Support Specialist with 12 years of experience in hardware, network engineering, and software applications. Proven success in customer service and issue resolution with notable roles in the Ministry of Education, a leading bank, and a real estate firm in Saudi Arabia. Known for strong interpersonal skills and a focus on tailored solutions. Seeking new opportunities to apply my expertise in IT support.

WORK EXPERIENCE

Al Othaim Investment Company, Riyadh.

IT INFRASTRUCTURE SUPPORT SPECIALIST

Sep 2023 – Present



- **Azure and Microsoft 365 Administration:** Manage Azure infrastructure, Microsoft 365 (Exchange, SharePoint, Teams, OneDrive), and security policies. Automate admin tasks with PowerShell and ensure compliance
- **Intune & Device Compliance:** Configure Intune for device management, security policies, and BitLocker encryption. Automate enrollment, app deployment, and reporting with PowerShell.
- **Active Directory (AD & Azure AD) Administration:** Manage users, groups, and security policies in AD/Azure AD. Implement hybrid identity, MFA, SSO, and automate tasks with PowerShell
- **Helpdesk & IT Support:** Lead IT support, resolve Tier 1 & 2 issues, and maintain 95%+ satisfaction
- **Software & License Management:** Manage software licenses for Autodesk (AutoCAD, 3ds Max), Adobe Creative Suite, SketchUp, and Lumion, D5, Itoo Software and Chaos Vray and Corona. Administer Microsoft 365, Intune, and security tools licenses.
- **System Monitoring & Documentation:** Monitor IT infrastructure using Microsoft Defender. Automate reports, update documentation, and conduct user training.

Al-Rajhi Bank, Riyadh, Saudi Arabia

IT TECHNICAL SUPPORT ENGINEER

Nov 2018 – Jul 2023



- Provided technical support for hardware, software, and network-related issues, managing tickets through the BMC Remedy platform.

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- Played a key role in several major projects, including the Windows 10 migration for over 2000 users and the Data Centre Migration program.
- Facilitated the transition of email domain addresses and supported various IT initiatives to enhance system performance and security.

Taif University, Taif, Saudi Arabia

COMPUTER & NETWORKING TECHNICIAN

Oct 2012 – Oct 2018



- Installed and maintained computer systems and networks, ensuring continuous and efficient operation.
- Conducted troubleshooting and repair services for hardware and network infrastructure, improving system reliability.
- Supported the installation and configuration of CCTV and Cisco video conferencing systems to enhance organizational communication.

SKILLS

- Technical Support: Helpdesk, troubleshooting, hardware/software issues
- Cloud Platforms: Azure (virtual machines, storage, networking)
- Microsoft 365: User management, Teams, SharePoint, OneDrive, intune
- Networking: LAN/WAN, routers, switches, network cabling
- Tools: BMC Remedy, Active Directory, AutoCAD, Tally
- Soft Skills: Customer service, teamwork, communication

EDUCATION

• Advanced Diploma in Computer Hardware and Networking

Oct 2007 - Oct 2008

Merit Computer Education Institute

• Higher Secondary Education (12th Standard)

June 2005 - June 2007

Kerala Education Board

CERTIFICATIONS

- | | |
|---|--------------------------------------|
| • MCSA Windows Server 2012 Certified | Azure Administrator – iwcampus.com |
| • MCP Microsoft Certified Professional | Microsoft 365 Admin – iwcampus.com |
| • SCE Membership as Computer Technician | Microsoft Teams Admin – iwcampus.com |

ACHIEVEMENTS

- Contributed to the CPA project at Al Rajhi Bank; received a Certificate of Appreciation.
- Participated in the 2019 Data Centre Migration; earned recognition.
- Led the email domain transition for Al Rajhi Bank's engineering department.
- Supported business continuity during COVID-19, received a Certificate of Appreciation