JALEED MEKKEKAT

IT Infrastructure Support Engineer
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Professional Summary

IT Technical Support Engineer 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

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Professional Experience

IT Support Engineer
Al Othaim Investment Company, Riyadh, Saudi Arabia
Sep 2023 – Present

- Azure and Microsoft 365 Administration: Assist with managing Azure infrastructure, including virtual machines, storage, and networking. Support Microsoft 365 tasks such as user account management and handling email, SharePoint, Teams, and OneDrive. Help implement security measures, monitor performance, and ensure policy compliance
- Helpdesk Management: Lead the IT helpdesk team, providing Tier 1 and 2 technical supports for hardware, software, and network issues. Ensure prompt resolution of issues, maintaining a 95%+ customer satisfaction rate.
- Managed Software Licenses: Oversaw licensing for a diverse range of design and visualization tools, including Autodesk products (AutoCAD, 3ds Max), V-Ray, Corona Renderer, Adobe Creative Suite, Itoo Forest, Lumion, and SketchUp.
- License Administration: Administered and tracked software licenses to ensure compliance with vendor agreements and optimize software usage across departments.
- System Monitoring & Documentation: Monitor IT systems, identify potential issues, and maintain comprehensive documentation of IT processes. Conduct user training sessions to improve the use of IT resources

IT Technical Support Engineer
Al-Rajhi Bank, Riyadh, Saudi Arabia
Nov 2018 – Jul 2023

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

Computer & Networking Technician
Taif University, Taif, Saudi Arabia
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) and Microsoft 365 (user management, Teams, SharePoint, OneDrive

- **Microsoft 365**: User management, Teams, SharePoint, OneDrive

- **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, receiving a Certificate of Appreciation