



## MOHAMMED O MUSTAFA

Houston, TX  
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IT professional with over 8 years of work experience in PC/network support and maintenance within the financial and engineering and human services sectors

### TECHNICAL EXPERTISE

- Deep knowledge of service desk operations and technical support, and applications support.
- Professional at technical troubleshooting of software, hardware, network, and connectivity issues
- Very good customer technical support.
- Working knowledge in routing and switching technologies, small office network setup, disaster recovery and back up data center setup.

**Server Environment:** Oracle VM Virtual Box, Active Directory, MS Exchange, Reuters Xtra 3000

**Server Operating Systems:** Windows 2008R2 / 2012, AS/400, SCCM. Citrix XenApp.

**Software:** Microsoft Office 2010/2013; Auto Desk suite, Boomgar, Bentley products  
Dame Ware, Connect Wise, Share point., SAP.

**Desktop OS:** Windows 7/10; Macintosh OS X.

**Certifications:** CompTIA A+; Dell Laptop, and Desktop.

### PROFESSIONAL EXPERIENCE

#### Stantec

Houston, TX

##### Desktop Support Analyst

Feb 2016 – current

- Managing and Supporting More Than 200 users for five offices in Houston area by phone support, Remote support, And onsite support, And SCCM tools;
- Supporting the end users, Hardware support and software support (Office 365, Autodesk, Blue beam, Adobe products, Bentley Products, And Engendering tools);
- Supporting civils and architecture's and electric and structure and mechanical engineer's users;
- Manage Active Directory users (Create, Delete, Computers users, create security groups, add users on security groups, and software groups);
- Experienced support Mobile iron, Comp Portal app (create users, manage groups), And installing the app for all the smart phone (IOS, Android) for managing the company emails access for the smart phones;
- Worked and support with three acquisitions project and migrated more than 200 users to the company system;
- Experience supporting Windows 7, Windows 8.1, Windows 10, MacOS ;
- Mange and organize company hardware recycling;
- Manage and organize company procurement and purchasing software licenses and computer hardware;
- Manage and support company printers and copiers software's.
- Responsible for Servers Maintenance for the client environment.

#### MRC Houston

Houston, TX

##### Desktop Support \System Administrator

Jan 2016 – Feb 2016

- Support More Than 200 users by phone and remote support using Team Viewer tools and Microsoft Lync.
- Support XenApp Citrix server and manage (User, Application, Services).
- Manage Active Directory users (create users, create security groups, add users on security groups).
- Supporting all user workstation and HP thin clients (hardware, software).
- Manage shared folder and security access to the folders on active directory.
- Mange the service tickets by using Sales Force and Lap tech.
- Experience with Exchange 2008 and power shell by creating emails and distribution groups and managing email contacts.
- Manage and support the Cisco phones system by creating extension, creating voice mail account, change extension, create users and troubleshooting.
- Experience support Windows 7, Windows 8.1, and Microsoft office 2010, office 365.
- Manage access the FTP shared folders by using U serve web application and active directory.

**Sun Coast Resources**  
**Help Desk Support Agent**

Houston, TX  
JULY 2015 -DEC2015

- Support More Than 1000 users by phone and remote support using RDP and SCCM and Join.me for all Company sites.
- Manage Active Directory users (create users, create security groups, add users on security groups,).
- Manage printers on print server and fax system.
- Manage user on Omnitrac system and create user on the system and assignee them to the Groups.
- Manage user on Smart logic system (crate users and manage groups).
- Experience with Exchange 2008 and power shell by creating emails and distribution groups and managing email contacts.
- Troubleshooting and configure All Cisco IP phones by create extensions, Create voice mail, Forward extensions.
- Manage SAP users (create user, change roles).
- Experience supporting Windows 7 and Microsoft products.
- Basic network support managing computers IP addresses.
- Experience support Blue coat proxy system for blocking and unblocking websites and managing groups.
- Manage shared folder and security access to the folders on active directory.
- Experienced support Maas 360 system (create users, manage groups), And installing the app for all the smart phone (IOS, Android) for managing the company emails access for the smart phones.
- Conducted troubleshooting, configuration, and activation of e-mail server for employee phones (iPhone, and Android).
- Manage ticket by using ticketing system Service Desk Pulse.

**Xirtix Consulting**  
**Desktop Support Consultant**

Houston, TX  
Dec 2014 –June 2015

- Support more than 300 users by phone, onsite, Emails, Remote support, Software support, Hardware support,
- Managed helpdesk team functions to ensure client SLA is met.
- Anti-Virus Management Symantec, McAfee (Install, Updates, Spam filter).
- Regularly meet with helpdesk team to review service tickets and identify recurring/infrastructure/wide-ranging issues within our client's environments.
- Responsible for Organize windows update by Using AVG Patching system and push it to the server and workstations.
- Manage and deploy servers, both virtual and physical, on 2008 R2 and 2012 R2.
- Maintain Exchange environment, create/configure accounts, (Exchange 2010 and 2013).
- Maintain internal systems for the monitoring and management of client servers/desktops including alert monitoring, patch management, software deployment scripting and remote desktop tools (AVG Managed Workplace and Dame ware).
- Support the end users, Hardware support and software support.
- Manage Watch guard firewalls, implementing SSL VPN and single sign-on
- Experience support imaging server and image workstation by using MDT.
- Managed and maintained client XenApp server farms, deploying remote desktop and published apps.
- Provide Anti-Virus support on servers and client PC's with Symantec Anti-Virus
- Work within an enterprise-level client's internal SCCM environment to deploy images and software to local branch office and using MDT tools.
- Manage and maintain client, deploying remote desktop and published apps.
- Application support for SAP Business One, Accellos and Ship Net.
- Manage internal and client-side VMware and Hyper-V virtual environments including storage provisioning, server deployment/management and ESXI host maintenance/deployment, And Monitoring the virtual servers on client environment.
- Support Avaya telephony equipment.
- Business Analysis by way of creating Access and SQL reports for the streamlining of helpdesk functions such as patch management, software upgrades and desktop hardware replacement.
  - Manage Active Directory and domain services such as DHCP, DNS, and GPO.
  - Responsible for create and disable users and manage user's groups accounts in Active directory.
  - Responsible for Servers Maintenance for the client environment.

**COMPUCOM**

Houston, TX

Desktop Support onsite at AECOM

March.2014 –Dec .2014

- Customer service support all AECOM offices US & Canada by remote and phone and email support.
  - Experience in setting up/changing/disabling/terminating access for all employees through AD
  - Experience with Exchange 2010, Active Directory administration and Knowledge Base
  - Troubleshooting laptop, VPN, telecommunication, software, and network issues over the phone;
  - Experience with Cisco Network call management for documenting all support calls received.
  - Responsible for installing and troubleshooting Auto Desk & Bentley and all engendering software product;
  - Responsible to add users to Active directory and add them to the group's policy and update information and to unlock, reset and update network log-ins;
  - Working with three ticketing system (Clear Vision, CA, Service Now);
  - Responsible for Windows migration project from Windows XP to windows 7;
  - Conducted troubleshooting, configuration, and activation of e-mail server for employee phones (iPhone, and Android);
  - Troubleshooting and configure All Cisco IP phones (changing number and ID information);
  - Experience supporting Windows 7/XP Professional in a Windows Active Directory environment
- Troubleshooting Wife and Network issues over the phone;
- Uses internal knowledgebase for incident resolutions and performs research if necessary for unknown issues;
  - Supporting all internal cooperate employees and worked by phone and remote support.

**HEWLETT-PACKARD**

Houston, TX

IT Technician Test Support

OCT.2013-March2014

- Responsible for troubleshoot HP server's failure in high places server build environment.
  - Responsible for login all failure in HP online system, and sending the record of the testing process to supervisor.
  - Install and configure Bios and hardware and software for much kind of different HP servers.
- Responsible for communication build errors failures to builders.
- Responsible for testing HP server's hardware by using deployment system installing Windows server OS and Linux Red Hat OS images.
  - Install and configure network switches for HP servers and PDU and repair hardware issues for the HP servers.

**FOXCONN**

Houston, TX

IT Technician Test Support

Aug.2013 OCT.2013

- Responsible for Setup and Maintained HP Servers Units;
- Technical troubleshooting of hardware, and Testing Servers HP Servers Units and racks;
- Diagnosing hardware issues, and repairing and changing the hardware parts inside the units;

**URUK HUMAN SERVICES ORGANIZATION**

Chicago, IL

IT Technician Analyst

2012 – 2013

- Support all the user onsite support and hardware support and software support.
- Responsible for office network setup and software installation and maintenance;
- Technical troubleshoot of hardware, software, network, and connectivity issues;
- Oversee website design, maintenance, and updates; design flyers and brochures utilizing MS Publisher.

**TRADE BANK OF IRAQ**

Baghdad, Iraq

IT System Administrator /Desktop support

2009 – 2012

- Supporting all the bank users by phone and email support and remote support, onsite support.
- Upgraded Misys's core banking system Equation integrated with Trade Innovation Misys TI Plus 2.0 and Equation Branch Automation, improving bank customer service operations and allowing further integration with new banking channels;
- Resolved hardware and software support requests via phone, e-mail, voice mail, and IM utilizing remote applications (Team Viewer, Microsoft Office Communicator, and Remote Desktop Connection);
- Conducted troubleshooting, configuration, and activation of e-mail server for employee phones (iPhone, Blackberry, and Android);
- Setup and maintained Reuters 3000X Trading and Dealing System for foreign exchange group within the investment department;
- Administered Kaspersky server, N Computing System Thin Client, and Oracle VM Virtual Box;
- Performed daily backup of database tables, Active directory and other banking systems utilizing windows server and AS/400;
- Managed RSA Soft-token to configure log-in issues for the VPN client;
- Used Active Directory to unlock, reset and update network log-ins;
- Maintained UPS (APC) system and network printers and scanners.

- Troubleshooting of client and network connectivity issues using MS Office Support;
- Diagnosed and resolved hardware and software issues;
- Supervised installation and maintenance of user software.

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**EDUCATIONAL BACKGROUND**

**Baghdad College of Economics University**

Baghdad, Iraq

*Bachelor of Computer Science* Evaluated as equivalent to US Bachelor's Degree in computer science by ECE 2008

**ADDITIONAL SKILLS**

- Languages: Fluent in English and Arabic