



**ABBAS SHAMTOOT**

## Contant Info

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Nationality : Bahraini  
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## Work

### Behbehani brothers

#### System Support Engineer (*Mars 2019– present*)

##### *Duties Descriptions:*

- ❖ Managing enterprise environment windows (2003, 2008, 2008 R2, 2012 and 2012 R2)
- ❖ Administrating Domain Controller (Active Directory, Group Policy, DNS,)
- ❖ Administrating File Server
- ❖ Managing Microsoft Office 365
- ❖ Administrating Microsoft Exchange 2010/2016
- ❖ Administrating Anti-Virus Server Trend Micro
- ❖ Proactively assist in Production Environments, getting systems under control and eliminating downtime
- ❖ Installation and Configuration of Operating Systems on Desktops, Laptops and Tablets.
- ❖ Configuring and setting up of Hardware such, PC, Network Printers and peripherals.
- ❖ Configuration print server.
- ❖ Configuration group Policies.

#### IT Support Engineer (*December 2013- Mars 2018*)

##### *Duties Descriptions:*

- ❖ Proactively assist in help desk duties, supporting viva HQ and shops in all related technical issues, providing 24/7 support to Viva HQ and shops.
- ❖ Installation and Configuration of Operating Systems on Desktops, Laptops and Tablets.
- ❖ Configuring and setting up of Hardware such, PC, Network Printers and peripherals.
- ❖ Administration, management and troubleshooting of Citrix cloud computing system VDI, Thin Client.
- ❖ Active Directory administration. Create user, resetting passwords etc.
- ❖ Configuration print server.
- ❖ Configuration group Policies.
- ❖ Creating patches based on requirements and deploy them.
- ❖ Assist on investigating issues related to application or network teams.
- ❖ Installation of POS.
- ❖ Installation, troubleshoot and Monitor SSM.
- ❖ Installation of MS Lync” Skype for Business”.

## Work

### **Computer World- Ministry of Education** *(January 2011 – December 2013)*

#### **IT Support Engineer**

##### **Duties Descriptions:**

- ❖ Responsible for handling work orders related to Desktop Support, Software and Hardware Installation, Peripheral Installation and Networking support.
- ❖ Successful with installing Windows XP/VISTA/7 Operating System, patches update and troubleshooting.
- ❖ Installing and Configuring Windows Multipoint Server 2011
- ❖ Hardware and Software repair including Desktops, Laptops, Servers and Printers

### **Bahrain Training Institute** *(July 2008 –August 2008)*

#### **IT Support Engineer**

Worked as a technician at the Bahrain Training Institute summer training program, the training was mainly concerning on applying new configuration to computers, installing new applications and upgrading the Operating System.

## Education

**2007-2009 Professional Diploma in Computing**

*Bahrain Training Institute*

## Qualifications

- 2015 MCSA: windows server 2012 R2
- 2011 CCNP: Building Scalable Internetwork
- 2010 Cisco Certificate Networking Associate
- 2009 Microsoft SQL Server 2005: Implementation & Maintenance
- 2009 Managing and Maintaining a Microsoft Windows Server 2003 Environment
- 2008 TS: Configuring Microsoft Windows Vista Client
- 2008 CIW v5 Associate

## Skills

- ✚ Computer Skills : Familiar with Windows XP, Vista, Windows 7, Windows 10, Server 2003, Server 2008, Server 2012 ,Office 2003, Office 2007, Office 2010, Active Directory.
- ✚ Hardware: Technically skilled in repairing computers, Troubleshooting printers and Networking issues.
- ✚ Programming: Visual Studio.net 2005, SQL Server 2005.
- ✚ Communication skills : Fluent in both Arabic and English
- ✚ Hard-Working: Reliability in each and every task that would be given.

## Reference

References are available upon request.