

ABDULKARIM ALMOJALY

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- IT Professional and information systems analyst expert, with 10 years of experience across diverse organizational domains. Microsoft Certified Systems Engineer (MCSE).

EXPERIENCE

2023 – PRESENT

SENIOR IT SUPPORT, NATIONAL DEVELOPMENT FUND

- Partner with key staff members to create strategic business plans of department
- Initiate and manage software development lifecycle
- Translate the client requirements to specified project briefs
- Performed quality evaluations of Help Desk services and designed programs for continuous service improvement
- Provide training and user manuals to users for new systems
- Manage the team through ManageEngine app
- Maintenance of On-Premise and Azure Active Directory environments including Group Policies
- Experience in design and installation of Microsoft System Configuration Manager
- Managing an exchange server, giving permissions, delegating emails, and determining user capacity

2020 – 2022

SYSTEMS ENGINEER, DATALINK

- install and configure computer hardware operating systems and applications
- Provided technical expertise to team when needed
- monitor and maintain computer systems
- Wrote technical and procedural documentation
- Provided written reports and documentation to management
- installing updates, known as patches, to software applications
- managing backups of servers, in case of data loss
- keeping a record of issues and faults along with solutions, for future reference.
- Update and verification of the Performance statistics of the System (from SQL and Oracle Queries).

2017 – 2020

SYSTEMS ANALYST, AND SYSTEMS ENGINEER, AEC COMPANY

- Wrote technical and procedural documentation
- Analyzed business and user needs
- Assisted with implementing solutions for hardware and software. Implement common preventive maintenance practices for hardware and software
- Performing backups, troubleshooting, and problem resolution for servers associated with a VMware virtual and CITRIX infrastructure.
- Managed Active Directory (Forests and Domains).
- Implement the Group Policy infrastructure based on the policies and guidelines provided.

- Assist in management and support of internal and external DNS systems.
- Tracked and communicated project progress and issues and presented resolutions to stakeholders.
- Provided 24 hours, on-call emergency support for customer sites
- Used many systems to monitor servers (uptime, downtime, performance, and stability).

2015 – 2017

ADMINISTRATIVE CONTROLLER, CONTROL AND INVESTIGATION BOARD

- Follow up the implementation of rules and regulations on government agencies.

2011 – 2016

TECHNICAL SUPPORT, MINISTRY OF DEFENSE

- Installing and testing software upgrade
- Communicating with other departments to report and resolve software, hardware, and operations problems.
- Provided expertise to users and answered requests for support or training on systems and software
- Work with a highly secure environment using RSAT tools.
- Provides detailed recommendations based on analysis of satellite link calculations

2009 – 2010

BROADBAND SERVICE TECHNICIAN, STC

- Customer Service Supervisor
- Technical support for Fiber Optic connection and DSL

EDUCATION

MAY 2018

BACHELOR'S DEGREE, NETWORKING ENGINEERING, RIYADH TECHNICAL COLLEGE

GPA of 4.5. PFSense LDAP project

DEC 2012

BACHELOR'S DEGREE, BUSINESS ADMINISTRATOR, RIYADH IMMAM MOHAMMED BIN SAUD UNIVERSITY

GPA OF 4.68. HONOR DEGREE.

RECENT COURSES

- Microsoft Azure Administrator (AZ 104)
- Microsoft Certified Systems Engineer (MCSE)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Associate Security

SKILLS

- Self-Learning
- Troubleshooting
- RF Communication

ACTIVITIES

- Member of the Systems Development Projects Committee:
 - Attend meetings with departments within the Ministry to learn about the improvements that can be made to the systems.
 - Presentation of proposals in building or modernizing systems
 - Ensuring the logic and requests of departments in systems development
 - Train staff Maintenance on new systems and supervise training if it is elsewhere
- Member of Factory Acceptance Test.