

Nora Majed AlShubian

+966508308852

Saudi Arabia, Khobar

Norashub@hotmail.com

PROFILE:

Organized, deadline-oriented professional, strong written and verbal communication skills in both English and Arabic. A graduate with 6 years of good experience in many fields in IT, multitasker, excellent eyes for the details.

-EDUCATION:

Saudi Electronic University

Dammam

- Bachelor's degree of Information Technology science

2015-2019

-EXPERIENCE

IT Support Specialist at Jana Marine Services Co. LLC

Mar 2017 - Present

Tasks:

- **Active Directory:** AD administration, professional takes care of setting up new accounts and workstations and dealing with user account issues: updating user account information, resetting passwords, changing, and deleting as per request.
- **Azure & Office365:**
 - Creating new users mailboxes using EAC, resolve all incidents related to email services, group mail, archiving the mailboxes, email signatures, office365 licenses.
 - Azure Active Directory**, control access to the company apps and app resources based on the business requirements, manage registered devices and Multi Factor Authentication.
 - **Mimecast** Administration and monitoring email messages through Mimecast email security system, signature policies.
 - Responsible for SharePoint and cloud services, creating sites and access levels, adding & deleting members, migrating local shared folders to the SharePoint and manage users access level permissions.
- **Backup:** Administration of **Arcserve Cloud & Centralized** for backup scheduling performing regular data backup & recovery operations and implementing appropriate processes for data protection (**Arcserve**).
- **Symantec Cloud & Centralized:** Administration of Symantec AV, Policy Configuration Management, policy components, allow and block external devices, create an installation package, configure the Live update process.
- **NAS:** Administration of NAS storage server, creating shared folders, grant access permission for users.
- **Technical Support:** -Answering technical queries, assisting users, identifying user needs hardware & software, troubleshooting technical problems, keeping track of tickets to resolution using the IT helpdesk system.

-Certificates and Courses:

- Certified in Microsoft Azure Administrator.
- Microsoft Messaging Administrator Associate (M-MS203).
- MCSA the 3 parts.
- Certified in ITIL v4.
- Arcserve Backup System, Accredited Technical Associate Boot Camp in **ARCserve SPAIN S.L.**
- Supporting and Troubleshooting Windows 10.
- CompTIA Cloud+ provided by the Ministry of Communications and Information Technology.
- CompTIA N+
- ISO9001:2015

-Projects:

- Managed Navigation Solutions website.
- Implement and managed Symantec cloud for all Jana devices.
- Implement 24TB Arcserve backup and data protection solution for management, servers, and emails.
- Implement 2 16TB Arcserve backup and data protection solutions for users and servers.
- Participate in implementing digital archiving system for all departments in Jana HO (OpenText).
- Implement and managed Arcserve cloud backup and data protection solution for users.
- Implement vehicle tracking system.
- Managing and reporting on the allocation of the IT budget and assets.

Technical Skills:

- | | |
|----------------------|-----------------------------------|
| • Office365 | • Arcserve Backup Solution System |
| • Microsoft Azure | • MS Exchange |
| • AVAYA System | • NAS Storage |
| • Fingerprint system | • OpenText Archive System |
| • SharePoint | • Vehicles Tracking system |
| | • Symantec Cloud |