

Yahya Mohammed Jokhdar

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EDUCATION

Saint Xavier University – Chicago, IL

Master of Applied Computer Science, May 2018

King Abdulaziz University – Jeddah, Saudi Arabia

Bachelor of Science, Computer Science, May 2010

WORK EXPERIENCE

Bupa Arabia – Jeddah, Saudi Arabia

IT Service Management Specialist, May 2020 – Present

- Manage a project to change all the printers in HQ offices (Jeddah, Riyadh, Khobar) & sub-branches in all regions (West, East, Central) and ensure is delivered on time within the scope & budget.
- Follow day-to-day operations of Infrastructure L1 support (Service Desk, IT Call Center, Navori software, Cisco AnyConnect) & L2 support (AD, Share Folder, MFA, VMware) to ensure that work processes are implemented as designed and comply with established policies, processes, and procedures.
- Use ITIL best practices, including and not limited to: incidents, problems, assets, service request, knowledge management, SLA, service desk.
- provide a support service that ensures all IT equipment and infrastructure is running to its optimum performance and that all (**KPIs**) and (**SLAs**) are met.
- Maintain IT Services, Manage IT Physical assets (Decommission and Disposal) and Installation, maintenance and support of IT equipment including laptops, desktops, printers, scanners, thin clients, telecoms equipment and workstations to the required specification.
- Manage Cisco Unified Communication (Create Extensions, add agent to the groups, Enable soft phone – IOS - Android, Link extensions to Cisco Jabber & Finesse).
- Preparing the devices (Desktop, Laptop, IP Phone) for new employees and ensuring delivery of appropriate service, support, and information to all users in our head office and on-site where the event takes place.

HCL Technologies (P&G Plant) – Jeddah, Saudi Arabia

IT Specialist, March 2019- April 2020

- Manage IT infrastructure and windows migration project (win 7 to win 10) consisting of over **400** devices.
- Migrate Windows 7 system to Windows 10 and ensure all end user applications & backed up data has installed correctly.
- Plan, procure and manage the delivery of IT Assets and services.
- Ensure that all IT assets are tracked and controlled.
- Resolve tickets within agreed SLA of ticket volume and time., provide on call support and doing root cause analysis to ensure positive customer feedback.
- Providing Hands & feet Support for Network and Datacenter Equipment's/Devices.
- LAN troubleshooting and support.
- Troubleshoot and assist end users with mobile device setup, activations, and performance issues.
- Ensure positive customer experience and CSAT through First Call Resolution and minimum rejected resolutions / Reopen Cases.

Saint Xavier University – Chicago, USA

Client Services Internship, January 2018- April 2018

- providing technical assistance to students, faculty, staff, and alumni by troubleshooting and resolving technical problems.
- Respond to Helpdesk inquiries and facilitate the ticketing process (service management system).
- Utilize Team Dynamix ticketing system to track tickets and respond/update tickets.
- Updates to all computers on campus (circulating laptops, installed computers, lab computers, etc.).
- Maintenance and repairs to projectors, wall displays and various other classroom and meeting space technologies.

Al-Azizia Panda United – Jeddah, Saudi Arabia

System Analyst – Windows Server, January 2011-May 2014

- Provide in house server support and where necessary to work with the outsourced IT Provider.
- Resolved end users' technical problems either by logging onto their PCs remotely or by visiting their workstation for more complex issues.
- Provide after-hours support for Infrastructure related emergencies as well occasional weekend maintenance and planned tasks.
- Monitored the Windows server for errors or problems and reported issues to management.
- Maintained daily back-up for the Windows server by applying Symantec Backup Exec and manage and design the Backup and Restore procedures.
- Created new users and email accounts for the system in Exchange 2003/2013.
- Managed the user's group in active directory.
- Maintained the file server, and issued permissions to access shared drives, folders, and files.
- Provided technical support to the Help Desk and Interact with staff at the technical level, and work with technical support team to identify and resolve more complicated problems.

PROFESSIONAL DEVELOPMENT

Certificates & workshops

- ITIL4® Foundation Certificate in IT Service Management, February 2022.
- Data Analyst, 2019.
- Retail Management, 2012.
- Applications Development (135 hours), 2005.

Membership

- Professional Accreditation from Saudi Council of Engineers, May 2021.

HONORS

- Employee of the Month, Information Technology Department, Bupa Arabia, June 2021.
- Star of the Month, Information Technology Department, Al-Azizia Panda United, June 2013.
- Letter of Gratitude and Appreciation, Dean of Computing, and Information Technology, King Abdulaziz University, 2010.