

NAJM EDDINE JAZBA

(Service Desk Management Professional)

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CORE COMPETENCIES

- IT Service Desk Management
- Configuration Management
- Infrastructure Management
- IT Infrastructure Overhauls
- Global Helpdesk Support
- System Support Engineering
- Server Administration
- Network Operations Management
- Digital Transformation Solutions Delivery
- Expansion Project Management
- End User Support
- Team Management
- Customer Service Management
- Incident Management
- Escalation Management
- Stakeholder Management
- Service Request Assistance
- Troubleshooting and Analysis
- Client Management
- Continuous Process Improvement
- SLA Compliance
- Training and Development

TECHNICAL SKILLS

- Technical Support | Microsoft Azure | Office365 | ManageEngine Service Desk Plus | Desktop Support | Remote Deployment
- Attendance Systems | Access Control | Avaya IP Office | Managed Print Services
- Conference & Meeting Solutions | CCTV | Digital Signature | Signage Systems
- Firewalls | Routers | Switches | Wifi Access Points | Extenders | Mesh | Load Balance and Failover

RESUME PROFILE

- Service Desk Management Professional with 14+ Years of experience in leading a 24x7 IT helpdesk team providing L1/L2/L3 support via phone, email, and live chat support in line with the agreed SLAs consistently across the organization
- Oversee the operations of the IT Service Desk to support clients and colleagues in their use of IT systems and services, ensuring that they can make the best use of them
- Maintain accurate records of work completed, proactive infrastructure monitoring by ManageEngine and other alerting mechanisms which include a wide variety of systems including LAN/WAN, network equipment, servers, storage, OS and core applications, changes made, customer interactions in line with data protection laws & policies, and on the systems
- Adhere to current Service Centre Service Management policies, processes, and procedures (e.g., ticket handling policy, problem and incident management, request fulfillment, etc.)
- Manage an outsourced service desk using metrics, KPIs, and other indicators to increase colleague productivity and drive efficiencies by adopting digital technologies like IT automation, Chatbot, AI, Self-service, etc.
- Deep skill and expertise in maximizing network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on hotfixes network optimization

WORK EXPERIENCE

Mar’08 – Till Date **AutoWorld | Al Khobar, Eastern**
DESIGNATION **Sr.Support Team Lead**

Growth Path:

Jan’21 – Till Date Senior Support Team Lead
Mar’20 – Dec’20 Support Team Lead
Mar’16 – Mar’20 Network Engineer
Mar’12 – Mar’16 Infrastructure Administrator
Mar’08 – Mar’12 Help Desk Support Technician

HELP DESK | INFRASTRUCTURE | NETWORK | TECHNICAL SUPPORT ROLE:

- Strategize, modernize and run the help service desk servicing internal customers through a Managed Services provider and drive initiatives that align with this fundamental requirement
- Provide management leadership to the Service Desk team by managing the Service Desk team’s workload and priorities in line with business demand and own the incident management role for any major incidents or Severity 1 or 2 tickets
- Deliver Tier 1 IT Support for the organization’s internal users, meeting or exceeding the organization’s quality of service expectations with customer service skills
- Respond to and resolve customer requests, about software, hardware, and network operations difficulties by providing fast, efficient, and friendly customer service including problem recognition, logs, research, isolation, resolution, and follow-up steps; Provide level 1 remote desktop support and perform other activities based on SOPs
- Furnish day-to-day administration support in an Office 365 environment, creating troubleshooting documents, and working with customer-facing peers
- Provided Tier 2 IT support to technical and non-technical internal users through desk-side support services
- Monitors metrics to ensure continual improvement on all processes, as well as to identify problem trends to reduce future service incidents
- Managed application patches, data backup, security changes, and network configuration and replaced boards, changed servers, and loaded and tested software applications

CERTIFICATIONS

- ITIL V4 Certified – Jun'22
- Palo Alto Networks Certified Network Security Engineer "PCNSE" – May'20
- Microsoft Certified Azure Fundamentals – May'20
- Microsoft Certified Professional "MCP" – Apr'12
- Microsoft Certified Technology Specialist "Exchange 2010" – Sep'10

AWARDS & RECOGNITION

- Received appreciation for contribution to culture initiatives | 2021
- Got appreciation for a contribution towards the launch of the ERP project "Switch 2025"
- Acquired appreciation for contribution in 13 Years
- Secured appreciation for outstanding achievements in the 4th quarter | 2020
- Recognition for outstanding commitment and dedication | 2016
- Got "Employee of the Year" | 2013
- Obtained "Most Outstanding employee in 2011"

- Ensure providing appropriate user rights and privileges on networks and network equipment and choosing the network security protocols to be applied
- Identify skill gaps and opportunities to strengthen the capabilities and provide relevant process training as per individual, and business requirements
- Profound knowledge of wide area IT infrastructure technologies to support 1st and 2nd line support and implement complex networks and servers within hosting environments
- Manage the performance of support service; manage customer expectations and enable effective resolution/completion of service incidents, problems, and requests for change
- Perform network maintenance and system upgrades including service packs, patches, hotfixes, and security configurations
- Supervise automatic upgrade, implementation, configuration, monitoring, integration & reporting of infrastructure components
- Record, classify and track new Incidents and service requests, and move them into the correct resolver groups; Ensure all incidents/service requests are processed within the customer SLA for resolution and response time
- Manage and work with stakeholders across geographies, handle escalations as necessary, identify top defects/drivers and work with product/service owners to drive down incidents

ACHIEVEMENTS

- Email migration from POP3 to O365
- Data Center migration from on-premises to MS Azure
- Trend Micro endpoint security implementation
- Semantic Security suite implementation (Email Security - Endpoint)
- MS ATP implementation
- Preparing and installing over 30 new Offices around the kingdom
- Infor M3 implementation (Administration Module)

EDUCATION

- High School Diploma specialized in Textile Chemistry – Aleppo Industrial Chemical Institution - Syria - Aleppo

