

Faisal AWAD ALSHAMMARI , IT SYSTEM ENGINEERING

PROFESSIONAL PROFILE

IT Professional in IT system Engineering, Desktop Management and IT infrastructure Support. Troubleshooting, configuring and installing Hardware & Software Windows OS platforms. Support Business and Manufacturing Applications. configuring Network & Remote Access. Support conferencing & communication, ERP and SAP. I have a Bachelor of information Science (BOIS) focused in Information Technology with computer science as minor from Massey University, (Auckland - New Zealand). Efficient Team Leader & Player, combining communication, interpersonal and problem solving skills with analytically, decision-making and leadership capabilities to enhance organizational objectives.

AREA OF EXPERTISE

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|------------------------|-------------------------|------------------------------|
| • Active Directory | • Remedy | • Networking |
| • Information Security | • Video Over IP | • Team Management |
| • IT management | • Testing | • Microsoft Office |
| • Project Management | • Team Leadership | • Outlook & Power BI |
| • IT solution | • System Administration | • Quality management |
| • Web programming | • Programming | • ERP for SAP |
| • IT operation | • Computer Hardware | • Skype & Exchange for Email |
| • Windows OS. | • MAC OS | |

EDUCATIONAL QUALIFICATION

- **Bachelor** of Information Science (BOIS.) in Information Technology (IT) with a minor in Computer Science, (Massey University) 2016
- **Foundation of Engineering:** Mechanical Engineering from University of Waikato, (Hamilton) 2011

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IT System Engineering & Bachelor Of Information Science in IT with minor Computer Science
Email: faisalawadr@gmail.com Mobile : +966 582511715 LinkedIn : [linkedin.com/in/faisal-awad](https://www.linkedin.com/in/faisal-awad)

PROFESSIONAL EXPERIENCES

IT System Engineer at Saudi Basic Industries Corporation (SABIC).

May 2017 till date (aljubail)

Responsibilities: -

- Act as a single point of contact regarding IT issues for SABIC globally "Asia, Middle East, Europe, America"; answering technical support queries via phone, email and Remedy ticket from remote location.
- Taking Remote Access to end user's computer for troubleshooting through Microsoft SSCM - ConfigMgr (System Center Configuration Manager), Skype for Business (Lync), Cisco Webex remote access
- Manage Active Directory accounts including creation, modification, disabling, assigning to groups, unlocking and reset passwords
- Managed user accounts, groups, print queues and controlling access rights using Active Directory
- Enabling and Disabling the account in Active Directory
- Software installation and Troubleshooting issues related to day to day desktop applications: eg; JAVA, Adobe Flash, Outlook 2010, Citrix Receiver, MS-Visual Studio, MS-Visio, SAP, Juniper VPN, Internet Browsers, etc
- Outlook configuration, PST creation and troubleshooting
- Guiding and troubleshooting to retrieve archived emails in outlook through Symantec Enterprise Vault
- Guiding and troubleshooting Enterprise Content Management (ECM) and SharePoint issues
- Guiding and troubleshooting to install SABIC apps on Iphone (ISABIC, Skype for Business Meeting, ActiveSync)
- Support for ERP issues (user issues, roles and account maintenance)
- Providing users with Call Privilege, FAC (Forced Authorization Code), VoiceMail access using Cisco.
- Printer configuration and troubleshooting on Local and Network printers

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- Follow up with users to ensure issue has been resolved

IT END USER AT Saudi Basic Industries Corporation (SABIC)

JUN – JULY 2020 (aljubail)

Responsibilities: -

- Install windows OS and doing format.
- Clean up the computer from any Virus.
- Install new or repair software that need from customers.
- Change the flash drive
- Transfer any big data to another computer.
- Change or repair the batteries of laptop.
- Configuring and install the cables of new desktop.

PROFESSIONAL DEVELOPMENT

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| • Internet of things – course (EDRAAK) | • Cyber Security from STC- course (DOROOB) |
| • Leadership Skill – course (DOROOB) | |

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PROFESSIONAL ACHIEVEMENT

- Development a special web page for shortcut, assent and group list for our department in SABIC using HTML language.
- A business analyst for business need by using POWER BI software.
- Sharing a group that develop the new dashboard layout from scratch.