**Resume**

**General information**

Name: **Ali Mohammed Al Abdul-Jabbar**

Nationality: Saudi

Birth Date 13/03/1988

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| --- | --- |
| Status: Married | Mobile: +966553121335 |
| E-Mail: aljabbar.384@gmail.com |  |

**Career Objective**

Seeking a challenging position as an IT Specialist helping both internal and external customers with their business and technical requirements, a company that promotes learning and growth and needs a highly motivated and skilled IT advocate.

**Certifications:**

**Google Cloud Certified:** Professional Cloud Architect

**Google Cloud Certified:** Associate Cloud Engineer

**VMware** Certified Professional - Data Center Virtualization 2020

**CompTIA:** Security+ Certified

**NCIE-SAN:** *NetApp Certified Implementation Engineer - SAN Specialist, ONTAP*

**NCIE-SAN:** *NetApp Certified Implementation Engineer - SAN Specialist, E-Series*

**NCSIE-ONTAP:** *NetApp Certified Storage Installation Engineer, ONTAP*

**AWS** :*Certified Solutions Architect - Associate*

**NCSA-HC**: NetApp Certified Storage Associate - Hybrid Cloud

**NCDA:** NetApp Certified Data Administrator

**EMCPE - Specialist**: Platform Engineer, Symmetrix Specialist

**EMCISA** : Information Storage Associate Version 2

**RHCE :** Red Hat Certified Engineer “RHEL6”

**MCSA:** Microsoft Certified Solutions Associate Windows Server 2008

**MCITP**: Enterprise Administrator on Windows Server 2008

**LPI** :Junior Level Linux Professional (**LPIC-1**)

**Novell:** Certified Linux Administrator (**CLA**)

**Novell**: Data Center Technical Specialist

**MCSA:** Microsoft Certified Systems Administrator Windows Server 2003.

**MCTS**: Windows Vista, Configuration.

**CompTIA:**  **Linux+** Powered by **LPI**

**CompTIA** **Network+** Certified Professional.

**CompTIA** **A+** Certified Professional, IT Technician.

(**DCSE**) Dell Associate Server Certification.

**Work Experience**

* **04/2015 – Currently (NetApp Inc.)**
* **07/2021 – Currently – Professional Services Consultant** 
  + Lead and deploy highly complex post-sales hardware and software architectures, installations, and integrations
  + Onsite and remote subject matter expert with NetApp, IT infrastructure, applications, and Cloud services
  + Understand and translate customer business requirements into technical solutions
  + Project planning for tasks of moderate to high complexity
  + Implementation of backup and restore, disaster recovery, storage consolidation, data protection, storage performance, virtual compute performance, etc.
  + Optimization recommendations including upgrades, performance monitoring, security compliance and system audit tasks
* **04/2015 – 06/2021 – Professional Services engineer**
  + Planning, implementing, and integrating ONTAP multiprotocol and SANtricity SAN, FC switched fabrics, Ethernet iSCSI/FCoE, NFS and Windows® (CIFS) solutions, and different operating systems (Windows, LINUX, ESX, UNIX) and applications.
  + Assessing customer data storage requirements and data migration, implementing high-availability configurations, backup and recovery solutions.
  + Performing in-depth On-site and remote support, administrative functions, performance management, general troubleshooting and root cause isolation, hardware replacement, documentation, node configuration, and software and firmware upgrades for NetApp® data storage systems running ONTAP® and SANtricity operating system in multiprotocol environments.
* **09/2010 – 03/2015 (Arabic Computer System Ltd)**

### 04/2013 – 03/2015 (Project: *Saudi Aramco ECC*) Enterprise Support Engineer

* + Install, upgrade, support, monitor and troubleshoot Red Hat Linux, EMC storage system, DDN storage system, Dell server and high-performance clusters (HPC).
  + Install, troubleshoot and replace EMC storage system, Dell server and high-performance cluster (HPC) hardware parts.
  + Provide software and Hardware support and escalate the software and hardware issues to proper vender.
* **09/2010-04/2013. (**Project: ***Saudi Aramco IT*) Field Support Engineer**
  + Install, upgrade, support and troubleshoot Microsoft windows, Microsoft office, SAP and any other Saudi Aramco desktop applications.
  + Support and troubleshoot for printers, network devices, computer hardware and any other peripheral equipment.
  + Provide level 2 software support and escalate the software issue to proper level 3 software support team member or product vender.
* **08/2009 - 03/2010**

**Wipro Arabia Ltd.(**Project: ***Saudi Airline IT*) Help Desk Executive**

* + Install, upgrade, support and troubleshoot Microsoft Windows, Microsoft Office, SAP and any other Saudi Airline desktop applications.
  + Install, upgrade, support and troubleshoot for printers, network devices, computer hardware and any other peripheral equipment.
  + Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has access to the network.

**Education**:

* **2013 – 2017**

*Saudi Electronic University: Bachelor in Information Technology*

* **2005 - 2009**

*Jubail Industrial College*: *Associate Degree* in Information technology System Support

**Languages:**

|  |  |
| --- | --- |
| Arabic: Native | English: Excellent |

**Skills:**

* Cloud Computing
* Data Management
* Os-Level Virtualization
* Troubleshooting and Customer Support
* IT Infrastructure
* Network and Information Security

**Courses**:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| N | Courses Name | Provide by | Year | Location |
| 1 | Packet Trace Analysis for CIFS | NetApp | 2021 | Virtual Classroom |
| 2 | Packet Trace Analysis for NFS | NetApp | 2020 | Virtual Classroom |
| 3 | VMware vSphere: Install, Configure, Manage [V6.7] | VMware | 2019 | NL-Amsterdam |
| 4 | Layered Troubleshooting Model for Performance | NetApp | 2019 | NL-Amsterdam |
| 5 | Integrating Hybrid Clouds with NetApp Data Fabric | NetApp | 2018 | Dubai - UAE |
| 6 | Implementing VMware vSphere on Data ONTAP | NetApp | 2018 | Virtual Classroom |
| 7 | StorageGRID Webscale Implementation Workshop | NetApp | 2018 | NL-Amsterdam |
| 8 | SolidFire Storage Administration | NetApp | 2018 | UK-London |
| 9 | ONTAP Performance Analysis | NetApp | 2017 | Paris - France |
| 10 | Monitoring NetApp E-Series and EF-Series Storage Systems | NetApp | 2017 | Virtual Classroom |
| 11 | Data ONTAP NFS Administration | NetApp | 2016 | Virtual Classroom |
| 12 | Data ONTAP SMB (CIFS) Administration | NetApp | 2016 | Virtual Classroom |
| 13 | Data ONTAP Data Protection Administration | NetApp | 2015 | Virtual Classroom |
| 14 | Clustered Data ONTAP Administration | NetApp | 2015 | Virtual Classroom |
| 15 | Clustered Data ONTAP Troubleshooting Fundamentals | NetApp | 2015 | Dubai - UAE |
| 16 | VMware vSphere: Install, Configure, Manage | VMware | 2014 | Dubai - UAE |
| 17 | Symmetrix Configuration with SymmWin | EMC | 2013 | Virtual Classroom |
| 18 | Symmetrix Installation and Maintenance | EMC | 2013 | Frankfurt - Germany |
| 19 | Connectrix Installation and Maintenance | EMC | 2013 | Frankfurt - Germany |
| 20 | Red Hat System Administration I | IPSR | 2012 | Kochi - India |
| 21 | Red Hat System Administration II | IPSR | 2012 | Kochi - India |
| 22 | Red Hat System Administration III | IPSR | 2012 | Kochi - India |