Hussain Mohammed Albaqshi

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Saudi Arabia - Dammam

**Objective**

I am interested in obtaining an IT position, in a challenging environment that focuses on the applications of technology to enterprise knowledge management, distributed computing and system engineering and design.

**Education**

*Creighton University* (Omaha, NE-United States) 2010-2011

Master’s degree, Information Technology Management- **GPA**: 3.5/4.0

Graduated: December 17 2011

*University of Nebraska at Omaha* (Omaha, NE -United States) 2006-2010

Bachelor‘s degree, Computer Science- **GPA**: 3.3/4.0

Graduated: May 11 2010

**Work Experience**

**Senior - IT support**

*Bupa Arabia Khobar, Saudi Arabia*  Feb 2016 – **Present**

* Managing service desk to provide smooth IT service desk operations, to facilitate the delivery of client facing/chat/remote support to 1200+ users and all Bupa Members.
* Reporting and following up hardware and software incident with vendor support.
* Communicating with third party technical specialist.
* Implement BUPA retail outlet offices throughout the kingdom and facilitate and support all IT requirement within defined SLA

**MIS Engineer** Mar 2014 – Jan 2016

*PARSONS* *Dammam, Saudi Arabia*

* Liaises with IT vendors regarding resolution of all support matters and coordination of input from end users.
* Maintains contacts with IT suppliers and contractors.
* Assists IT director in strategic planning of the department to achieve overall goal and objectives.
* Managing IT assets (Hardware, Software, Server) for more than 100 users.

**IT Support Analyst** Jun 2012 – Feb 2014

*ARAMCO - Dhahran, Saudi Arabia*

* Supporting, receiving, handling & resolving client’s Requests & Inquires.
* Issuing & Reporting Service Requests Using HPSM and Remedy IT Service Management.
* Coordinating and following up with other IT unites for any service interruption.

**Certifications**

* ITIL Foundation – Aug 2015
* PMP Preparation Course

**Skills and Expertise**

* Ability to work both independently and as part of a team.
* Ability to operate sensitively and effectively in a multicultural environment.
* Knowledgeable in project management and planning for complete project lifecycle.
* Help define minimum IT Security requirements for IT projects and IT operations