Omar Mukhtar

2nd Line Support Specialist

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Results-driven IT professional with 5+ years of comprehensive experience in information technology, information security, network & system administration, and project management. Proven track record of leading end-to-end technology projects, from design to implementation.

Experience

Babble Cloud | Support Engineer   *August 2022 – Nov 2023*

- Efficiently implement and maintain customer database extractions to ensure the service utilizes up to date
- Completed tasks/tickets/requests accurately and within a timely manner to fulfil client needs
- Quickly and clearly investigated data anomalies in third party data, leading to root cause analysis.
- Identified and recommended solutions that benefit all involved
- Creating RDP for users
- Provided support for a wider array of software and utilities, including Azure Active Directory, Exchange 365, VMWare, Workspace one, DUO, Cisco AnyConnect
- Undertaken small- to medium-sized IT projects as instructed by the IT manager
- Supported and maintained MS Server/Desktops and MS Exchange
- Ensured security and upgrades are applied to desktops and laptops and kept up to date
- Reported faults and maintaining logs on servers, desktops and laptops
- Creating new users through office 365 portal
- Daily use of Azure Stack
- Managing emails and creating rules through exchange portal

Greenwich Council | Service Desk Support   *July 2019 – June 2022*

- Diagnosed, troubleshot and resolved a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and rectifying problems.
- Created and managed user accounts in Microsoft Exchange& Active Directory (2008/2012 R2)
- Provided support for Microsoft Windows (XP/7/8/10) & Office (2007/2010/2013/365)
- Worked within a TCP/IP network environment, including DHCP and DNS
- Earned reputation for resolving complex issues and providing exceptional customer service

Richmont (Retail Luxury Goods and Jewelry) | Deployment Engineer   *July 2018 – July 2019*

- Responsible for the planning, maintenance, and deployment of Enterprise level asset management, production, and distribution software.
- Provide level 1 technical support and excellent customer service to over 1400 UK based users across boutiques, brands HQ, offices, manufacturing facilities and warehouses
- Install, configure, test, maintain, monitor, and perform troubleshooting for end-user workstations and related hardware and software in order to deliver required desktop service levels.

Royal Free National Health Service | I.T Analyst Internship   *September 2016 to March 2017*

- Troubleshooting, diagnosing and repairing hardware issues on desktops, laptops, printing devices
- Logging all requests onto Helpdesk
- Dealing with service requests, and reporting major Incidents to management

Education

Trainings
2016 - 2023

- CompTIA A+ Certification Training
- CompTIA Network+ Certification Training
- Microsoft Windows 7, 8.1 and 10 Professional Training
- Microsoft Windows Server 2012 (70-410) Training
- ITIL Foundation Introductory Training
- CISCO CCNA 200 -301 Training

Oasis Academy Hadley | 6th form
2014

A-Levels:
- IT (Distinction*)
- Finance (B)

Lea Valley High School
2011

GCSE:
- 11 A*-C
- English Language C
- Maths B,
- Science C

Skills

- Windows OS (11, 10, 8, 7, XP)
- Windows Server 2016
- MS Teams
- TeamViewer
- Group Policy Object (GPO)
- AD (Active Directory) Rights Management
- Imaging and OS migration
- VoIP technologies
- Wireless AP (Access Point) configuration
- System Migrations/Integrations
- Risk analysis and evaluation
- Budgeting and cost management
- Vendor and Contract management
- Technical Planning/Policy Development
- IT Infrastructure & Standardization
- Strategic Planning & Tactical Execution
- Project Management
- Performance Enhancement
- Turnaround Operations
- Staffing & Resource Management
- Agile & Waterfall Methodologies
- Requirements & ROI Analysis
- Project Scheduling & Analysis
- Mac OS X
- Android
- Apple iOS
- ServiceNow
- ITSM (IT Service Management)
- XML
- ServiceDesk
- Linux
- Encryption
- MS Office
- Outlook
- Mimecast
- N-able
- Meraki
- Active Directory
- Microsoft Azure
- Virtualisation
- VDI (Virtual Desktop Infrastructure)
- Apple macOS
- Cherwell
- RDP (Remote Desktop Protocol)
- Threat Detection
- Recovery
- Backup
- Share Drive
- VPN (Virtual Private Network)
- PowerShell
- VMWare (Virtualization software)
- Office 365
- Microsoft Intune
- SAN storage technologies
- IT Service Desk Coordination
- Process Improvement
- Configuration Management
- Disaster Recovery
- System & Network Administration
- Security & Recovery Solutions
- Technical & User Documentation
- Client Relationship Management
- Technical Roadmap/Strategy
- Stakeholder Management
- Data Management Strategy
- Helpdesk Management
- ITIL – IT Service Management