



Maroof

男 | 33岁 ☎ 13023114840 ✉ maroof3@Outlook.com

11年工作经验 | 求职意向: 客服专员 | 期望薪资: 30-40K | 期望城市: 深圳



个人优势

为国际知名保险公司的全球业务提供 Microsoft和 Google AWS 业务支持;
负责客户云存储项目的实施和管理, 主要涉及新建云基础设施的部署, 以及已有云存储设施的运维、事件管理、内部用户行为合规性监控;
负责客户云存储设施及应用的高可用性及灾难恢复的创建、维护和任务执行, 以及替代 Wintel/Linux 架构和解决方案的建议;
熟悉 Windows Linux 服务器组件, 有制定方案、演示方案、安装及调试和交付的能力;
英语为工作语言

工作经历

- | | | |
|--|--------|-----------------|
| 勤达睿信息科技(深圳)有限公司 | 系统管理员 | 2022.02-至今 |
| <p>1.为国际知名保险公司的全球业务提供 Microsoft和 Google AWS 业务支持(涉及产品 Windows AD, Azure AD, Exchange, SharePoint, Teams等);</p> <p>2.负责客户云存储项目的实施和管理, 主要涉及新建云基础设施的部署, 以及已有云存储设施的运维、事件管理、内部用户行为合规性监控;</p> <p>3.负责客户云存储设施及应用的高可用性及灾难恢复的创建、维护和任务执行, 以及替代 Wintel/Linux 架构和解决方案的建议;</p> <p>4.负责 ServiceNow 平台上的工单管理和变更管理;</p> <p>5.熟悉业务系统及其相关的服务器需求;</p> <p>6.熟悉 Windows Linux 服务器组件, 有制定方案、演示方案、安装及调试和交付的能力;</p> | | |
| 东莞劲松时代科技有限公司 | 工程师 | 2021.08-2022.02 |
| <p>负责提供技术支持,服务客户和售前人员</p> | | |
| 微软(中国)有限公司上海分公司 | IT技术支持 | 2013.07-2021.04 |
| <p>Microsoft 365</p> <p>Worked with Asia pacific team with English support.</p> <p>Product Description:</p> <p>1. Office 365 / M365/ D365 suite consultancy to Enterprise (300-1000000 user capacity business)</p> <p>2. Act as "Subject matter Expert" to provide solution.</p> <p>3. Work in remote control desktop support in Windows , MAC OS</p> <p>4. Worked in Email processing mechanism.</p> <p>5. Help new customer to understand licensing from Microsoft</p> | | |

- 6. Solve customer problem when Email delivery problem happens.
- 7. Migration support from Exchange server to Hybrid, Exchange online, MS Teams from Skype
- 8. Provide customers all Expert solution for office suite such as Excel, Word, Powerpoint, Onenote, Visio, PowerBi, Onedrive, Teams
- 9. Support operation of any Enterprise for Outlook, Email storage, Bulk Email, SMTP, CRM
- 10. Migrate user and Emails from Google, Gsuite
- 11. train cusyomers for Security and compliance, DLP, Advanced threat protection training, Encryption
- 12. Manage dispute between customer complains and review customer feedback for Microsoft.
- 13. Maintain complaince and protect customer identity.
- 14. Explain to customers how Microsoft service can improve their business.
- 15. Escalate to Backend (microsoft china) when a service outage hampers in any location of microsoft service

项目经历

变电站 Electrical Engineer 2017.12-2018.12

内容:
Substation (11KV~415V, 750KVA), Diesel Generator (200KVA & 100KVA), Passenger & Bed Lift (1600 Kg), HVAC, ICU, X-Ray, CT scan, MRI, Microsoft Server and Water Treatment Plant Etc.

业绩:
Project planning
Supervise IT
Supervise Electrical repair works

教育经历

吉大港科技大学 本科 电气与电子工程 2009-2013

电子与电气化工程