Mai Mustafa Ali Al-Saadi

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PROFILE

Professional with over 7 years of proven work experience in the field of IT Support ,field engineering and training, IT specialist , Customer Management, coordination.Expertise in developing strong customer / employee relationships leading to improved retention, attendance, increased business productivity and profitability. Experienced in maintaining a motivated team while exceeding all expectations.

PERSONAL PROFILE

Nationality: Jordanian
Driving License: Yes (Abu Dhabi)
Visa Status: Residence (company)

EDUCATION AND QUALIFICATION

University Education

Arab Open University Jordan (2007-2011) Bsc. in Information Technology and Computing (Computer Science) , Accumulative GPA : 3 out of 4.

EXPERIENCE

Global Vision Consultancy Abu Dhabi: **Position: IT Specialist/Helpdesk Supervisor** (Dec-till date)

- Mangining over 400 users on government schools.
- Provide support to all software engineering processes and assist to code all programs and design short and long term objectives for all applications and coordinate with departments to analyze all requirements and provide efficient support to all end users.
- Ensuring applying the maximum availability for all critical and major impact cases.
- Provides accurate information and supports Service Management in all areas.
- Apply the required training for new members on all process and procedures and train the current members for new technologies and tools help in achieving their work.
- Manage the performance of each employee (setting objectives, assessing performance, coaching for improvement and recommending disciplinary action).
- Ensure the successful completion of quality product and solution implementations utilizing strong leadership, project and resource management skills.
- Installation and Technical support for All servers – Physical and virtual.
- Configurations of windows file sharing and user level permissions as per the grade of employees.
- Active Directory user management and manipulation and user rights Management.
- Troubleshooting / repairs of hardware for all types of desktop PCs, Laptops and Printers.
- Coordinate with IT vendors for procurement of IT assets
- Attend and troubleshoot end user tickets/incidents.
- Managing incident, request, problem & IMAC.
- Coordinate between users and resolver groups on P1,P2 and P3 incidents.
- Maintaining the inventory database.
- Handling the coordination between other IT teams.
- Assisted and review the planning and design of IT infrastructure architecture.
- Windows Server/Desktops Installations and Licensing.
- Performing IT Checklist Tasks to ensure Minimum Interruptions and failures, and Maximum business continuity, by ensuring daily operations and monitoring Performance.
- Escalate to respective resolver group.
- Daily checklist to ensure optimal operation of IT infrastructure

Computer Network Systems - Dubai: **Position: Technical Support Engineer** (April-Sept)
- Work on Help Desk tickets that come in via phone or email.
- Server-side support– working with Windows Server, VMware.
- Desktop support – working with Windows XP, Vista and Windows 7, Windows 10.
- Monitor and manage system alerts and notifications, and respond accordingly through service tickets.
- Support technical issues involving Microsoft's core business applications and operating systems.
- Escalate unresolved issues to the 2nd Level support.
- Installation and configuration of workstations.
- Advanced technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Install and configuration of a variety of Line of Business Applications.
- Proactively monitor storage, servers performance, capacity and hardware healthy.
- Prepare active and resolved incidents.
- Update Help Desk Knowledge Base.
- Supporting and logging high value customers financial and technical inquiries and complaints related to their mobile phones and devices, SIM cards, USBs, IPTVs, landlines and internet over fiber optics and copper networks. Either for home customers or business.
- Troubleshooting LAN /WAN and Wireless Networks.
- Configuring Mails.
- Installing and configuring computer and home routers systems.
- Diagnosing and solving hardware/software faults.

Naouri Group: **Position: Senior Software Support Officer** (5 Years 6 months)
- Developing and Technical Support for many web/Desktop Applications as ERP, CRM , Inventory and Accounting Systems.
- ITIL Support experience.
- Website Development using Joomla, Wordpress and Shopfiy CMS.
- Developing Web Applications using ASP.NET 3.5, Visual Studio 2008.
- Advanced programming experience in HTML.
  Database Management System (SQL server 2008, 2012).
- Developing and Technical Support for many web/Desktop Applications as ERP, CRM, Inventory and Accounting Systems.
- Performs audit testing and prepares organized work papers that support project findings.
- Prepares reports detailing the results of work performed and potential improvement opportunities identified during projects.
- System analyst and Documentation.
- Advanced Programming with VBA Access on Access Database.
- Working on SAP System as administration and creating crystal report to implement it to the system.
- Promote awareness of company's brand image.
- Provide input and ideas into marketing initiatives and assist in monitoring responses.
- Assist in actualizing marketing strategies and maintain business communication with customers.
- Communicate with distributors and company representatives to resolve queries aimed at business Practices.
- Act as the face of the company by appearing in sales conferences and events.
- Store and sort financial and non-financial data in electronic form and present reports.

Globitel Communication Co:

Position: Network Administrator (August - October 2011)

- Worked on Active Directory, Domain Controller and Window server 2003/2008
- Installed and Configured OS for Servers and Computers.

Position: Web Developer (October –December 2011)
- Worked on SQL code on SQL Server 2005 Express Edition
- Worked on programming languages: HTML.

COMPUTER SKILLS:

∞ Joomla, Wordpress (CMS) Websites development and Administration.
∞ Advanced HTML.
∞ SQL commands using Microsoft SQL server

∞Object oriented Programming
∞Crystal Reports

SKILLS

∞Keyboarding efficiency in both Arabic and English
Research Skills to evaluate and recommend new technologies for service delivery and improvement.
∞Leadership Skills
∞Strong motivation skills and Performance-driven
∞Customer relation services.
∞Selling and negotiating skills

∞Effective communication and office management
∞Excellent brainstorming abilities

∞Ability to continually generate new ideas.
∞Strong client management skills
∞Planning/Organizing Skills.
∞Demonstration and Presentation skills.

∞Design, develop, program, install, implement, conduct research for, and maintain internal data processing computer systems and utilities for customers on a contract basis
∞Outstanding English and Arabic communication, both verbal & written.
∞IT Audit skills in the following areas: access controls, application development (SDLC), IT Operations, and data security.

LANGUAGES

 * English: Excellent in writing, speaking and listening   * Arabic: Mother Tongue

TRAINING COURSES:

- **Google Certified Educator** Level 1 (April,2019).
- **MCTS (**Microsoft certified Trainee Specialist**) (**August – October 2011**)** Web Application Using C#.
- **ITIL Foundation V4** (November, 2019)
- **Oracle 10g – Oracle Developer (**August – October 2016**)** SQL, PL/SQL, Forms Builder and Report Builder.
- **Digital Marketing Practitioner (**August – October 2016**)**
- **Dale Carnegie Jordan, Soft Skills Diploma: (**March – June 2017**)**

  *Effective Communication Skills Certificate
  *High Impact Presentation Certificate

  *Leadership Management Certificate
  *Emotional Intelligence Certificate

Goals of interest in private sectors

∞ A firm desire to develop oneself through training courses and practical applications, and to be acquitted with different categories of work.
∞ A strong desire to work in private sector companies/ institutions in order to match the nature of work with my ambitions.

References: Upon Request.