




Amira AlBashir

IT Systems Analyst

 amiramalikalbashir@gmail.com

 (052) 274-9968

 Al Wahda, Abu Dhabi

CAREER OBJECTIVE

A seasoned, solutions-driven IT Systems Analyst with over 4 years of combined experience in Systems Analysis and IT Service Management. Focused on aligning cost effective technology solutions with business goals to drive process improvements, competitive advantage and ensuring financial gains for the organization. Skilled in Project Management, System & Business analysis, Requirements Gathering, Process Design, Change Management, Software Testing, End User Training, Customer Service and technical support.

SKILL HIGHLIGHTS

ITIL	Project Management	Requirements Analysis	Solutions Architecture
Change Management	Technical Support	Windows Server/AD/GP	DNS
TCP/IP	Virtualization	MS Office/ Office 365	Visio
macOS	Sonic Wall	Kaspersky	Disaster Recovery
MS Dynamics	Open source programs	VPS/ WHM/cPanel	Teamwork
Leadership	Emotional Intelligence	Customer Service	Negotiation

LANGUAGES

Arabic – Native Language English – Full Professional Proficiency

PROFESSIONAL EXPERIENCE

IT Systems Analyst

Infinity Services - Tas-heel, Abu Dhabi / May 2015 – Present

Demonstrated strong understanding of technical solutions and business process analysis for migration and upgrade projects achieving compliance & desired business processes enhancements.

DTS Project:

- Analyzed the feasibility of and proposed technical solutions for new business needs.
- Managed third party vendors/service providers ensuring delivery according to business requirements and agreements.
- Led the development, roll out and implementation of Infinity Document Tracking System enhancing and optimizing business processes across Infinity's operations departments.

- Implemented the automation of multiple business processes via DTS system ultimately optimizing the usage of existing resources.
- Delivered in-depth training to application users on the system, imparting knowledge of best practices for protecting data and minimizing errors.

System Administration and Service Management:

- Managed windows server, active directory users and group policies, shared network resources, performed regular backups and maintained pc/network security.
- Prepared systems for and supported applications used at our center including MOHRE (Ministry of Human Resources and Emiratization) system, e-Channel system for residencies and visa services, Emirates ID system and our proprietary DTS system.
- Protected company systems by removing malware, ransomware and other threats and made sure anti malware and security policies are deployed to all computers. Ensured adherence of staff to information security policies to improve and maintain data security.
- Helped streamline incidence response processes and updated procedures for support action consistency.
- Prepared our centers' information technology specifications and documentations for the Emirates Government Services Excellence Program inspections.

IT Support Intern

Occidental Oil & Gas International, Abu Dhabi / Sep 2014 – Jan 2015

- Diagnosed and resolved technical issues
- Maintained logs of equipment in inventory
- Set up computers, printers, scanners etc., and installed required software
- Created on-boarding tutorials for new employees' orientations

Library Circulation & Technical Assistant

Zayed University, Abu Dhabi / Apr 2012 – Jan 2015

- Providing technical assistance to patrons and assisting them with using electronic equipment
- Using Library Software to check in/out books/reserve items
- Providing basic reference, directional guidance and conducting library tours for new classes

EDUCATION

Zayed University

Abu Dhabi

B.S. Information Technology (Feb 2015)

- Deans List – CGPA 3.75
- Awarded high-achievers scholarship – Tuition Waiver

REFERENCES

References available upon request