Contact

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Top Skills

Telecommunications
Team Management
Microsoft support

Languages

English (Full Professional)
Arabic (Native or Bilingual)

Certifications

MCSE: Server Infrastructure
MCTS: System Center configuration manger

MCSA Windows server administration and configuration

ITIL 2011

MCPS: Microsoft Certified Professional

MCSE: Cloud Platform and Infrastructure
MCSA : OFFICE 365

Ahmad Khader

Desktop Support Engineer at Iqarus
United Arab Emirates

Summary

Experienced Specialist with a demonstrated history of working in the information technology and services industry. More than six years with a proven experience in desktop, server support and administrations and voluntary work.
Strong professional with a Bachelor of Science (BSc) focused in Computer Science from Jami'at Al-Yarmouk.

Experience

IQARUS
System Administrator
March 2019 - Present
Dubai, United Arab Emirates

- Deliver a high level of technical and process related desktop support to the users of Iqarus IT in the Dubai Office and across all our International locations (including Dubai, Afghanistan, Kosovo).

· Interact with staff on desktop problems and their resolution.
· Troubleshoot hardware and software problems in person and remotely, resolving and documenting solutions.

· Build PC's and laptops to a high level of compliance with established procedures

· Configure and support users for O365 (including SharePoint, Skype for Business and OneDrive)

- Support for Windows 10 and Mac iOS operating systems

- Maintain Active Directory and the integration of Apple products.

- Support VOIP phones and mobile phones.

- Creating and troubleshooting all user email.

- Creating and deploying stander image for all users

Omnix International

System Administrator (Out Sourced to Zayed II Military Collage-
UAE)
March 2018 - March 2019 (1 year 1 month)
United Arab Emirates

- Installation of a new / Upgrade existing servers and configuring hardware,
peripherals, services, settings, directories, storage, etc.
- Preparing and Administration more than 2000 user accounts and mailboxes
on AD and Exchange server.
-Administering and Managing SharePoint 2013
- Administering and Managing (Windows Server 2008 R2 ,2012 R2, Active
Directory, DHCP, DNS Servers)
- Managing and Administering Exchange server (2010,2013), File
Servers, TMG Server, WSUS Server, SQL Servers, Web Servers.
- Administering and Managing System Center Configuration Manger (SCCM
2012, 2012 R2) for users and computers, Creating and Deploying Windows
Images (Win 7 , Win 10) for both Desktop and laptop machines and Deploying
Driver packages, Applications , Software Packages ,and Windows Updates) .
and Management of SCOM 2012 Server.
- Configuration and Management and of MS NLB, MS clustering (2008/2012),
file/ print/& DHCP Servers
• Creating and troubleshooting all user email.
• Creating and deploying stander image for all users.

Air Arabia Airline

System Administrator

August 2017 - March 2018 (8 months)

Re-engineered company's systems setup, establishing automated server generation routines, optimizing system performance, installing upgrades/ patches, establishing system monitoring and maintaining security protocols. Ensured that all server hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan.

Acted as escalation point for troubleshooting advanced network/systems issues; consistently earned 100% issue-resolution scores by providing excellent service to internal and external customers.

• Trained employees across multiple departments on network operations including log-in procedures, network management software, permissions, printing issues, security and use of software.

• Creating and troubleshooting all user email.

• Managing user cisco phone creation and supporting.

• L1&2 support for Cisco switches.

• Creating and deploying stander image for all users.

Plan, implement, install, operate and maintain systems hardware, software applications and Information Technology infrastructure

working as project manager for moving company building to new location which include all technical and financial study ad adding new feature successfully

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SITA Airline Solutions | Communications & IT Technology

Senior Agent Service Disk Support

October 2014 - August 2017 (2 years 11 months)

Amman

As member of service desk team, my duties include: Customer Service, pro-activeness and ownership attitude and sense of service to support customers and own their issues until resolution to their satisfaction which include desktop, server, Printer software and hardware issue including engineering guidance through SCCM , ITSM and VNC solution and airlines applications, maintaining switch and router devices efficiency, and enhancing the company's performance and supporting the working environment.

Plan, implement, install, operate and maintain systems hardware, software applications and Information Technology infrastructure including:

1- Microsoft Active directory
2- Microsoft Exchange
4- Microsoft Hyper-V
5-SCCM
6-WDS
- Citrix (Xendesktop,Xenserver)administration and configuration .
- Possess in-depth knowledge of proposal preparation

- Highly skilled in reviewing proposals, providing estimates and recommending the best product solutions
- Met with customers to understand their current technical environment, key business issues/drivers, and future technology requirements

- Worked closely with customers on the technical requirements to provide technical solutions – Identified requirements, including technical details enough for product definition.

- Provided product updates and technical advice to clients – Explained technical capabilities and business benefits of solutions

Tahboub Holding
Technical Support
March 2014 - October 2014 (8 months)

Worked and supported the local users and employees such as field engineers and desktop support agents ,maintained all accounting and designing applications, maintained server and SAN storage for the hole company ,and monitored and delivered best service of network to make sure all employees performed their job in a timely manner with no delay on daily basis

Jordan Islamic Bank
Business Analyst
June 2012 - March 2014 (1 year 10 months)
amman

☐ At the begging of my career I started working in data entry and administration
for the mangers of the bank in addition to supporting members of the buying
committee who were responsible for delivering all bank needs

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Education

Yarmouk University
Bachelor of Science (BSc), Computer Science · (2008 - 2012)