

Abdul Rahman Anis

MCSE | ITIL V3 foundation

ICT Support Engineer II

Mediclinic Middle East

Abu Dhabi, United Arab Emirates

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SUMMARY

- Skilled ICT Support Engineer with eleven years of experience in providing comprehensive technical support to end-users in health care and customer service.
- Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions
- Good communication skills and have experience in team leading and project managements.
- OSHMS Representative for ICT department

SKILLS SUMMARY

- Microsoft Windows & Microsoft Office.
- Capable of detecting and solving hardware or software problems related to PCs & Printers.
- HIS (Hospital Information System) & HIS work flow
- Application Support (Infinitt for PACS, SAP, RIS, LIS...)
- Excellent Experience in Internet (Browsing, Searching, E-Mailing ...etc.).
- Windows Server, Active Directory, DNS, DHCP & Exchange Server.
- Configuration of LAN and WAN.
- Good experience in Helpdesk Systems (ManageEngine, FootPrints & SysAid) and ITIL Processes.
- Vendor Management.
- Bilingual (English & Arabic)

EXPERIENCE:

MEDICLINIC, AL NOOR HOSPITAL (www.mediclinic.com)

Abu Dhabi, UAE

01/01/2012 till Present

ICT Support Engineer II

Duties and Responsibilities:

- Providing hardware configuration, software installation, troubleshooting and repairing of PC's.
- Providing support and maintenance for printers.

- Detecting and Solving Network Problems.
- Make the required support to connect some Medical Machines to the network
- Support users remotely.
- Responsible for managing the staff requests and dealing with vendors.
- Responsible for some servers like Kaspersky server, file server & Print Server
- Create sharing folders and control the permissions.
- Download and install service packs and updated files for OS , applications ...
- Help the new IT staff with their responsibilities.
- Make new accounts for the new staff in (Active Directory, SQL & Infinitt).
- Supported organization to achieve ISO 9000 certification and JCI accreditation.
- OSHMS Representative for ICT department.
- Monitoring all HelpDesk tickets and following up with other teams.
- Lead some new projects in the organization.

AL NOOR HOSPITAL (www.alnoorhospital.com)

Abu Dhabi, UAE

15/04/2007 till 31/12/2011

ICT Technician

Duties and Responsibilities:

- Providing hardware configuration, software installation, troubleshooting and repairing of PC's.
- Providing support and maintenance for printers.
- Detecting and Solving Network Problems.
- Support users remotely
- Responsible for the Inventory and warranty items.
- Making update for Kaspersky server and other Antivirus programs in the PCs.
- Create sharing folders and control the permissions.
- Reasonable for Print server.
- Download and install service packs and updated files for OS , applications ...
- Monitor Helpdesk Tickets, update and resolved them.

QUALIFICATION, CERTIFICATIONS & TRAININGS:

- **BIT (Bachelor in Information Technology)**, SVU (Syrian virtual University) (Dubai 2013)
- **Diploma Computer Engineering** - Damascus University (Syria 2004)
- **MCP** (Microsoft Certified Professional)
- **MCSA** (Microsoft Certified Systems Administrator)
- **MCSE2003** (Microsoft Certified Systems Engineer) (2006)
- **ITIL V3 Foundation** (2016)
- **IELTS General 6.5**

- Trained for MCSE 2003 (Microsoft Certified Systems Engineer) in SBS Institute (Damascus-Syria).
- Trained CCNA in Al Khawarizmi International College (Abu Dhabi-UAE).
- English Courses in ALC (American Language Center) (Damascus-Syria).
- Trained in various Healthcare Information Systems.

PERSONAL INFO

Birthday	29/08/1984
Nationality	Syria
Marriage Status	Married
Driving License	Syrian & UAE