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Objective

I'm seeking a position in information technology that involves technical support and networking in which I can utilize my education, experience and skills to contribute towards the development of organization.

Professional experience:

I. **Al Shamil Service Center**

A. From Feb, 2015 until now as IT support engineer:

i) Setting up new users' accounts and profiles and dealing with password issues.
ii) Setting up and configuring new printers, scanners, laptops and desktops.
i) Install authorized software to laptops and desktops and antivirus installation to all desktops and laptops.
ii) Monitoring and maintaining computer systems and networks (Internet access, Firewall, Wi-Fi, DNS, DHCP, AD, Router, Switches, VLAN, Access Points etc.)
iii) Ensuring security and upgrades are applied and kept up to date on desktops and laptops.
iv) Supports users to ensure they have access to the appropriate computer systems, and that workstations are working properly.
v) Ensuring patches and upgrades are applied to users' devices.
vi) Monitored the network performance regularly to improve performance and functionality
vii) Ensure all logs for equipment and users are maintained.
viii) Perform regular security monitoring to identify any possible intrusions.
ix) Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
x) Modify configurations, utilities, software default settings, etc. for the local workstation.
xi) Install, test and configure new workstations, peripheral equipment and software.

II. **April 2014- January 2015 Personal workshop**

B. From April 2014 – January 2015: Worked as Desktop engineer in personal workshop.

i) Desktop/Laptop on-site and phone support; Printer/Scanner support.
ii) Updating current network infrastructure; deploying new equipment.
iii) Maintain overall ownership of user's issue & service ensuring that they receive resolution within a reasonable timeframe.
iv) Provide initial assessment of urgency and business impact.
v) Manage service requests, software installations, new computer setups, upgrades, etc.
vi) Support the following technologies: Microsoft Office 2007 products – Outlook, Word, Excel, Access, Internet Explorer, Windows XP, desktops, laptops, printers, networked copiers, NIC's, basic LAN/WAN connectivity and others
vii) Ability to work independently and in a team environment.
viii) Ability to communicate well with internal and external contacts.

III. 2010 - 2014: Abu Dhabi Judicial Department

C. From July 2010 - May 2014 : Abu Dhabi Judiciary departments as IT support engineer :

vi) Provide telephone, remote and email support to internal company computer users.
vii) Provide first call resolution to computer hardware and software problems through troubleshooting techniques.
viii) Escalate incidents to the proper department that are outside the scope of the Primary tier customer support center.
ix) Enter incidents in the Service Manager system (the Service Desk tracking software), including detailed information for every incident.
x) Undertake small to medium-sized IT projects as instructed by the IT Manager.
xi) Setting up and configuring new printers, scanners and IP-phones support, laptops and desktops.
xii) Ensuring patches and upgrades are applied to users' devices.
xiii) Working closely with other departments or outsource companies and collaborating with other IT staff.
xiv) Responsible for assisting internal computer users with their questions about any supported software and computing platforms to the best of his/ her ability, in a professional and courteous manner or escalate to the proper department.
xv) Check version levels and available updates for Operating System and virus protection software.
xvi) Responsible for the creation of Service Desk documentation.
xvii) Use any free time not needed to fulfill the above duties to do self-training to develop knowledge and skills.
xviii) Routinely check the customer support center voicemail and Open Incident Queue.
xix) Answer the Service Desk phones in a courteous and friendly manner following established procedures.
xx) Perform other duties as assigned by management.

IV. 2008 - 2010: Emirates computers.

D. From June-2008 to June-2010 worked as a Supervisor, of network infrastructure cabling division:

i) Installation of equipment (servers, UPSs, Switches and routers).
ii) Installing passive networks.
iii) Responsible for running new cabling in new or existing buildings.
iv) Knowledgeable in various wiring configurations, termination and testing of new cabling (Cat5e, cat6, Fiber SM, and MM).
v) Responsible for testing and troubleshooting of cables.
vi) Technical skills and knowledge of telecommunications industry and installation.

Projects highlights:

i) Al Ain Municipality: 400 network point, entire passive installation.
ii) Wahat Al Hili mall, Al Ain Vocational Education and Training Institute (aaveti) : network infrastructure (over 1000 network point for each).

Skills

- Software and Hardware installing, maintaining and testing.
- Strive to keep good relation with Vendors.
- Protocols: DHCP, EIGRP, OSPF, RIPv2.
- Proven ability to administrate and control the operation.
- Expertise to configure and maintain the computer based information systems.
- Ability to multi-task under pressure.
- Excellent communicator and ability to relate well with people at all levels.
- Flexibility of working well as part of a team and independently.

Education

- University of Abu Dhabi (2003-2007).Bachelor of computer science, Information System Technology.
- Cumulative GPA 3.52 (A).

COMPUTER PROFICIENCY

- Finished the A+ course.
- **CCNA and CCNP certified**. Cisco certified id : csco11724753
- ICDL Certificate, MCP Certificate.

Training

i) Systimax
ii) Security awareness

Languages

- Arabic: mother language.
- English: excellent in reading, writing and speaking.

References

Upon Request