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**Abdulla KK**

IT SUPPORT ENGINEER

Deira, Dubai, United Arab Emirates

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# PROFESSIONAL SUMMARY

Highly dedicated and focused ICT Support Engineer with more than 5 years’ extensive experience providing high level systems support and network maintenance. Possess strong technical knowledge and proficiency in system administration, networking, hardware maintenance and operating systems. Successful track record of providing assistance to end users and resolving technical issues that have eluded resolution by others.

# AREA OF EXPERTISE

* Expert in configuring Microsoft 2008/2012 server, Active Directory, Group Policy, DNS, DHCP and file servers.
* Expertise in MS Office 365 and Exchange online administration using Admin portal.
* Expert in troubleshooting & configuration of Microsoft windows XP, windows7, windows 8 and windows 10.
* Experience in Troubleshooting, installation and configuration of desktops, laptops, printers and scanners.
* Experience in VPN, LAN and WAN troubleshooting, administration and configurations.
* Experience in IT Documentation IT asset management system and ITIL processes and procedures.
* Experience in working in IT service desk systems (Manage Engine, LANDesk, ServiceNow)

# PROFESSIONAL EXPERIENCE

**LIFE HEALTH CARE GROUP, DUBAI, UAE** **June 2016 – December 2019**

**IT SUPPORT EXECUTIVE**

* Resolution of tickets received on ManageEngine Service Desk ITSM tool and escalating if necessary.
* Managing and configuring Active Directory, Office 365 and Exchange online in 200+ user’s infrastructure environment.
* Responsible for managing Cloud based Sophos antivirus solution for end points and servers.
* Setup Workstation and equipment (Laptops, Apple MacBook, surface pro, I pad, mobile phones printers, scanners scalp analyzers etc.) with required application for employee use, ensuring proper installation of operating systems and necessary software.
* Configuring and preparing POS Machines installed with Microsoft Dynamics AX modules for the new and existing retail outlets.
* Providing Technical support to All stores POS machines (HP RP 7800,HP RP 9 G1,Posiflex)Receipt printer, cash drawer, Barcode scanners and back office system.
* Configuration of Bio metric device, uploading all the staff templates to the device from the server and generating attendance report as per the request from HR department.
* User support for software and Hardware problems, vendor correspondences for repairs, services, AMCs, IT purchases and provide guidance.
* IT infrastructure implementation for new store, successfully implemented IT infrastructure in 40 + new stores throughout the UAE.
* Providing remote technical support for 200 + Retails outlets.
* Raid configuring and setup for entry level store servers and POS machines.

**INTERTEC SYSTEMS LLC-DUBAI, UAE.** **JANUARY 2015 – FEBRUARY 2016**

**TECHNICAL SUPPORT ENGINEER**

* Respond to IT incidents and requests received from LANDesk tickets escalated from the Service Desk.
* Administration of windows server 2012 Active directory (Added, maintained and removed objects within Active Directory).
* Management of office 365 using admin portal (Assigning Licenses for users: E3 Plan, E2 Plan or E1.Creating new e-mails, User mailbox and Distribution Groups etc. using exchange admin center).
* Managing Huawei S2700 series switches and air engine 5760 access points
* Installation and configuration of Symantec endpoint protection using endpoint protection manager console.
* Managing file server and giving the permission to appropriate users to access their folder.
* Configured new desktops, software upgrades, problem solving both hardware and operating system issues and ensuring client application functionality.
* Configuring and troubleshooting printers, counter token system. finger print readers, and scanners etc.
* Configuration and troubleshooting of Microsoft Outlook.
* Ensure all Asset Management information is passed to the Asset Management Team to ensure accurate information is recorded in LANDesk management system.

**HCL INFOSYSTEMS, BANGALORE, INDIA** . **MARCH 2012 – APRIL 2013**

**IT ASSOCIATE**

* Administration of Windows Server 2008 and Active Directory Domain Services.
* Creating user account and defining Group Policies.
* Troubleshooting DNS, DHCP related issues.
* Backup management and storing high volume data on Backup drives.
* Troubleshoots and resolves software, hardware, windows-based Operating System.
* Troubleshooting Network issues and maintaining connectivity all the time.
* Trouble Shooting of Printers and other Peripheral Related issues.
* Network monitoring and LAN documentation.
* Configure and troubleshoot Microsoft Office Suit (Outlook 2003, 2007, 2010).

**EDUCATIONAL QUALIFICATIONS**

* Bachelor of computer application (BCA) : Dr. CV Raman University- CG-India.
* Higher secondary education : Educational Board Gov. of Kerala –India.
* Metric Education (SSLC) : Educational board Gov. of Kerala- India.

**PROFESSIONAL CERTIFICATION AND TRAINING**

* Microsoft® Certified Solutions Expert: Cloud Platform and Infrastructure.(MCID: 9470279).
* Microsoft® Certified Solutions Associate: Windows Server 2012. (MCID: 9470279).
* Microsoft® Certified Solutions Associate: Windows Server 2008. (MCID: 9470279).
* Microsoft Certified Professional (MCP) in Windows 7. (MCID: 9470279).
* Cisco Certified Network Associate (CCNA).

**ADDITIONAL DETAILS**

Name : Abdulla kk

Date Of Birth : 10th April 1989

Phone Number : + 971 55 7588006

Passport No : J 1043090

Visa : On a residence visa (Transferable)

Driving license no : 3962933 (UAE)

Nationality : Indian.

Languages : English, Arabic, Hindi, Malayalam.

# DECLARATION

The above information is true to the best of my knowledge and belief. I am liable to be disqualified if any information given above is found incorrect/incomplete or false.

Sincerely

# Abdulla.kk