**Tarig Ammar Farah**

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**Driving Global IT Operations to Excellence’**

*~ Recognized for Productivity in Deadline-Dependent Environments ~*

**Technology Expertise**

Dynamic and well-qualified professional with an exalting experience of 6 **years** who takes immense pride in furnishing complex solutions while effectively handling IT Project implementations and extending support to clients globally, would like to deliver in a progressive and vibrant organization to further enhance knowledge and credibility by virtue of acquired skills in diverse range of technologies. Efficient Team Leader & Player, combining sound communication, interpersonal skills & target centric approach with decision making & leadership capabilities

*CERTFIED As…*

*~ CCNA: Cisco Certified Network Associate ~*

*~ CCIE: Cisco Certified Internetwork Expert*

*~ ITIL V3: IT Infrastructure Library ~*

*~ MCTS: windows 7 configuring ~*

*~ MCTS: Windows server 2008 Active directory, configuring ~*

*~ MCTS: Windows server 2008 Network Infrastructure, configuring ~*

*~ MCSA: Windows server 2008 Enterprise administrator ~*

*~ MCITP: Windows server 2008 Enterprise administrator ~*

*~ HDI Customer service representative ~*

***Core Competencies include…***

Technical Support

Report Generation

Effective Troubleshooter

Analytical

Fault debugging

System Requirement Analysis

**Technical Skill set**

* Windows Server 2003/2008/2012
* Windows 7 / 8 / XP/10
* Office 365
* Active directory
* DHCP server
* DNS server
* Remote desktop server
* SCCM and deployment server
* VPN and RSA server
* GPOs
* Routing Protocols OSPF/MPLS Configurations
* VLANS configuration
* VMware
* Backup software for windows and servers
* Cisco routers and switches configuration
* Packet tracer and GNS3 network simulation software
* Printers, scanners and network storage devices
* ITIL concepts for incident management
* Trillium, remedy, BMC , Remedy and HP ticketing systems

**Professional experience**

Abu Dhabi Municipality

**IT Support Engineer:** *August 2017 – date*

* Provide L1/L2 support and resolve problems to the end users.
* Monitor team members daily duties, assign tasks, provide feedback to higher management.
* Handling active directory, exchange server, RSA server, MDM server, SCCM server and call manager server issues
* Monitor and respond quickly and effectively to requests received through the IT helpdesk.
* Monitor Service Desk for tickets assigned to the queue and process first-in first- out based on priority.
* Support and maintain MS Server/Desktops and MS Exchange.
* Setting up and configuring new laptops and desktops.
* Ensuring security and upgrades are applied and kept up to date on desktops and laptops.
* Antivirus installation to all desktops and laptops.
* Undertake small to medium-sized IT projects as instructed by the IT Manager.
* Setting up new users and disabling expired accounts in accordance with HR requirements.
* Ensuring all software purchased licensing is recorded and maintained.
* Keep tracking assets, regular update for any change.
* Working closely with the management to make sure achieving the team targets.
* Review IT procedures and search for development based on ITIL standards.
* Handling RSA server to issue tokens for VPN connections.
* installing and configuring network printer, installing meeting rooms IT equipment.
* Configuring and troubleshooting VLANs.

ETISALAT

**IT Helpdesk:** *Feb 2014 - July 2014*

* Provide L1 support and resolve problems for Etisalat Users.
* Responded to all assigned tickets within agreed time limits (SLA).
* Troubleshot all desktop related issues comprising user application, internet access issues, Microsoft office, printers, cisco IP Phones, antivirus software, windows related problems, mobile phones and blackberry issues
* Review IT procedures and search for development based on ITIL standards
* Coordinate with other teams to resolve problems.
* Support customer’s issues over phones or Emails and escalating the issues to the concern teams.

Support All Etisalat Core Services like GSM, Blackberry (BES), MPLS and terminal (VSAT).

ROBOTECH

**Specialist Engineer:** *DEC* **2012***– OCT* **2013**

* Functioning in direct coordination with the Manager for extending air transportation and IT solutions.
* Administer technical validation of all tickets opened by the team.
* Solely responsible for task reviewing of all team members and ensuring accuracy.
* Accountable for providing regular feedback to the higher management.
* Generate reports in order to maintain acceptable levels of service offered by the team; additionally ascertain the annual objectives are achieved.
* Ensure updated versions of documentation are ready for reference.

Asia Hospital

**Senior Service Desk Agent**: *NOV 2013 – JAN 2014*

* Handled terminal servers, active directory servers, appliance servers, WSUS servers (windows server 2003).
* Managed overall maintenance of computer systems and networks.
* Installed and configured computer hardware operating systems and applications.
* Troubleshot system and network problems as well as resolved hardware/software faults, troubleshot all desktop related issues comprising user application, internet access issues, Microsoft office, printers, network and user devices, windows related problems, backup software and antivirus.
* Availed dispatch field engineer for incidents or changes which required site intervention.
* Followed asset management procedures while installing or replacing parts.
* Responded within agreed time limits to call-outs (SLA).
* Prioritized and managed multiple open cases at a time, while being responsible for testing and evaluation of new technology.
* Adroitly handled a ticketing system for incident logging and follow up, ticketing system being based on ITIL.

**Credentials**

**ACADEMIC**

* Bachelor’s degree in Information Technology at Khartoum University

Khartoum Sudan 2007 – 2012

**TRAININGS**

* CCNA Training course.
* CCIE Routing & Switching.
* ITIL V3 Training course.

Incident management process course

* HDI Customer service representative course

**Personal Proforma**

* *Date of Birth:* 17th March 1989
* *Languages known:* Arabic and English
* *Location Preference*: Any
* *Nationality Sudanese*
* *Current location UAE-*Abu Dhabi