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| Service Delivery Analyst  Housain Taleb | Phone: 0508311644 | housainmahfoudh@gmail.com  Website: www.etisalat.ae  Address: UAE / Dubai |

# Work Experience

Service Delivery analyst – ***Etisalat*** *, Abu Dhabi , (03/2012 – Present)*

Responsibilities :

* Performs Network Administration duties such as Exchange administration, Citrix administration, FilePrint Server Administration and Data backup administration
* Perform after hours work as necessary
* Performs Helpdesk Administration duties such as creating new accounts, directories, and granting access rights on the network systems and servers
* Work on special projects as assigned
* Maintains a complete hardware and/or software listing for all equipment and peripherals. Ensures Support & Maintenance agreements are in place for all IT Equipment.

# Qualifications

* **Under bachelor degree “Associate “ in Netowrk Engineering**
* ITIL Foundation Certificate of Completion
* PMP Certificate of Completion
* CCNA Certificate of Completion
* SSCP Certificate of Completion

# Skills

* Knowledge of integration of other enterprise systems (e.g., ERP, EAM, CRM, SCM)VPN & VMWARE Expert
* Experience in platform architecture, solution design, project envisioning, planning, developing, deployment, security, identity management frameworks, cloud, and scalabilityEnterprise Implementations
* communicating closely with teams and other stakeholders via adistributed model, to regularly deliver design solutions for approval.
* Knowledge of technologies in the digital space (Cloud, M2M/IoT, Big Data, AI etc.)

# Additional Information

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| * Nationality * DOB * Languages * Marital * Place of Birth | * Mauritania * 19/02/1991 * Arabic / English * Single * UAE / Fujairah |