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|  |  | Mohammad Alasshab  Senior IT Support Specialist |
| Profile Talented IT Infrastructure Support Specialist with more than 6 years of experience and passion in ICT, experience in IT Helpdesk , Customer service in multiple domains Consistent performance in achieving results through various skill sets and techniques managed IT operations across the regional level. Strategic planning and implementation. CONTACTS PHONE: 971 56 7671 432  ADDRESS: Dubai, UAE.  EMAIL:[alasshab.mohammad@gmail.com](mailto:alasshab.mohammad@gmail.com)  NATONALITY: Jordanian  MARTIAL STATUS: Single LANGUAGES ARABIC: Native  ENGLSIH: Fluent SKILLS  * Analytical and troubleshooting skills. * Customer service, technical support, and project management. * Multitask, work iteratively, and adjust work priorities. * Team working, Management and Strong organizational skills. * Good communication. * Training and presentation skills.  IT SKILLS  * Windows Server, 2008, 2012, 2016. * Windows VMware, Office 365, Outlook. * Manage Engine Service Disk. * Firewall SonicWALL. * Domain Controller, DNS, DHCP, ADDS. * SQL Server and Oracle APEX. * Avaya, Panasonic, NEC. * Document management & backup solutions * Time Attendance and Access Control * Kaspersky, Bitdefender and McAfee |  | WORK EXPERIENCE [**Ali Mousa Holding**](http://www.ams.ae) **,Senior Support Specialist [ Dubai, UAE]**  May 2019–Present   * Providing Technical Support for 400 cooperate users, 12 Subsidiaries, 25 sites all over UAE in Real Estate, Construction, Manufacturing, Consulting, Crushers, Warehouse and Workshop domains. * System Administration for Data Center including VMware, Oracle , SQL Server, like ERP, HR Applications, Time Attendance, Asset management. * Managing Active Directory Domain Services (AD DS) DHCP, DNS, and VPN * Administration of Office 365, outlook and MS .NET Framework based Applications. * Resolving daily tickets from Manage Engine Service Disk, assign the necessary recourses to solve the issues, and escalating to other team when needed. * Escalating to internal development team or vendor up implement new features or customization on applications for our department as required. * Coordinating with infrastructure and network team in 25 sites to provide the proper solutions in short time. * Creating operational documents, training materials, help subsystems, infrastructure procedures, operation instructions, user manuals, quality assurance program & IT Standards best practice and policies, and technical project documentation for future reference.   [**BASS**](http://www.bassuae.com)[**Group**](http://www.bassuae.com) **,Technical Support Engineer [ Dubai, UAE]**  Jan 2018–May 2019   * Provided Technical Support for a Group of companies with 6 Subsidiaries in UAE, Qatar and Kuwait with ICT, Robotics and ELV like Honeywell, Hanwha Techwin, and Siemens, in Physical Security, Artificial Intelligent, Cyber Security, Backup Solutions and Time Management domains. * Attended meetings with clients to get the requirement, provide technical advices and systems implementations * Arranged Proof of Concept (POC), create, test and develop, at customer side as per sales team request and project life cycle. * Works closely with vendors and managed services to maintain systems and services, manage change, and deploy new systems and services. * Provide Service Request and IMAC (Install, Move, Add and Change) services for requests logged in manage Engine Service Disk, and escalate to vendor for special requirements, systems bugs, and customization when needed * Participated Yearly on Exhibitions such as GITEX, INTERSEC, and HITEC. |

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| EDUCATION **Arab American University - 2011**  B.Sc. Computer Information Technology CIT. TRAINING AND CERTIFICATE  * 2014: Oracle Database 11g. * 2014: CCNA, Sites Power Training Center. * 2018: SMB Access Control, Honeywell ME * 2018: SMB CCTV, Honeywell ME. * 2018: SMB Intrusion Detection, Honeywell ME |  | WORK EXPERIENCE [**ZKTeco Middle East**](http://www.zkteco.me)**, Technical Support Engineer [Dubai, UAE]**  Oct 2015–Dec 2017   * Provided Technical Support and Solutions for one of Top 10 and leader of Security and Time Management and for Middle East market. * Identifies, evaluates, and corrects hardware, software, and operations problems. * On field support, installation, configuration, and Training for hardware and software products. * Technical meeting with sales team to provide the best solutions as per customer requirements, documentation and translate the requirement to the development team. * Opens, assigns and escalates support tickets based on importance and priority. * Communicates with customers the status of tickets and problems * Makes recommendations to supervisor for future hardware and software additions or enhancements. * Coordinate with IT Helpdesk team to resolve user hardware / software. * Technical Training for clients, distributers and partners about company systems and solutions. * Participated on ICT and Security Exhibitions such as GITEX, and INTERSEC.   [**Alba Tower**](http://www.albatower.com)**, IT Administrator [Sharjah, UAE].**  Mar 2013–Sep 2015   * Installed, upgraded, supported and troubleshot Windows Operating Systems and Microsoft Office suite, and other applications as assigned. * Prioritizing service tickets and providing support service to users. * Resolved daily technical issues and providing desktop support. * Handling data network and server management, and testing network connections. * Installing, testing, and reviewing desktop software applications, video surveillance, access control, time management, anti-virus, printers and scanners etc. * Project coordinator, Follow up the IT works in the new Factory from March 2013-June 2014 |