**Osama Bader**

|  |
| --- |
| **Objective** |
| Looking to become an active member of a dynamic team in a leading organization to accept challenges, contribute to organizational goals and to utilize my experience and education.  Preferably as ***Professional Senior Technical Support Engineer*** or ***System Administrator*.** |
| **Personal information** |
| Date of Birth : 29th of April, 1984  Nationality : Jordanian  Marital Status : Single  Mobile : +971 506 959 890  Email : [osamasamaha@gmail.com](mailto:osamasamaha@gmail.com)  Driving License : Valid - UAE driving license |
| **Education** |
| **Bachelor of Computer science, 2010**  Faculty of Information Technology  Al Ahliyya Amman University |
| **Experience** |
| **Sep.2017 – at present** Smart World (Abu Dhabi – UAE) as ***Technical Support Engineer:***   * Providing support services for Ministry Foreign Affairs users and UAE Embassies users. * Being the first point of contact for the users and coordinating between different IT domains, using CRM tools to register incidents and service request using ITIL framework. * Perform ticket checks continuously and applying escalation Management. * Managing, monitoring and troubleshooting for network devices (Cisco switches, HP Switches and Steelhead) overseas using SNMP based tools like PRTG to ensure higher availability of the network devices. * Reporting the issues to the appropriate team, external vendors or service provider based type of incidents. * Installing, configuring, upgrading and troubleshooting Cisco IP phones, Telepresence and Polycom. * Installing, configuring and upgrading software, using standard business and Administrative packages – LANDesk Application. * Troubleshooting problems with computer systems, including troubleshooting hardware and software, email, network and peripheral equipment problems managing the repairs and corrections where it is required.   **Sep.2014 – Oct 2016** Injazat Data Systems (Abu Dhabi – UAE) as ***Technical Support Engineer***     * Providing onsite support services for IBM users and Cleveland Clinic Abu Dhabi caregivers. * Taking staff or clients through a series of actions, either face-to-face or over the telephone, to help setting up systems or resolving issues. * Investigating, diagnosing and solving computer software and hardware faults within a timely manner. * Managing Active Directory users and computers as well as Exchange server. * Providing first level of support for Imprivata application Single-Sign-On (SSO). * Imaging Laptops, AIOs, NUCs and Tablets using PXE boot and installing proper drivers. * Maintaining and troubleshooting Vocera communication badges and “Vocera Connect” on smart phones. * Liaising with Network team to troubleshoot Cisco phone issues and activate network points. * Setting up meeting rooms and troubleshooting projectors and VGA/ HDMI connection issues. * Installing, configuring and troubleshooting Cisco Any Connect as well as VPN connection. * Configuring and troubleshooting Enterprise Vault archive and synchronization issues. * Installing and configuring WebEx. * Ensuring security updates and virus definitions are applied and keep up to date. * Troubleshooting Internet Explorer issues and adjusting its settings for best performance of Oracle applications. * Deploying machines (AIOs, laptops and tablets), Vocera badges and Cisco phones for new joiners. * Configure Wireless Cisco phone on CCAD Network. * Providing first level support for Lexmark printers (replacing toners, clearing paper jams...etc.) * Patching network cable and connecting Ethernet cables from patch panels to switches.   **July.2012 – Aug.2014** Injazat Data Systems (Abu Dhabi – UAE) as ***Service Desk Coordinator***   * Supporting many clients including Cleveland Clinic Abu Dhabi, Twofour54, Abu Dhabi Ship Building, Executive Affairs Authority, Abu Dhabi Food Control Authority, Al Yah Satellite Communications Company and Imperial College London Diabetes Center. * Providing first level support, troubleshooting and resolution for common requests and issues. * Managing Active Directory users and computers (creating, disabling, modifying, moving… etc.) * Creating mailbox and mail contact on Exchange, managing meeting rooms and shared mailbox permissions. * Assisting users remotely using RC, Dameware application and Microsoft Lync. * Mapping to network printers and shared drives. * Managing SharePoint sites' access permissions and shared documents. * Resolving ERP HRMS, OTL and E-source accounts issues. * Configuring, managing and troubleshooting Windows and Cisco VPN. * Creating IP Phone profiles, MS Lync Accounts, CUCI Lync Login and Voice Mail. * Archiving mailbox, scanning PST and OST files and managing Outlook profiles. * Installing Enterprise Vault, managing EV archive and troubleshooting EV issues.   **Dec.2004 – May.2009** Nasser Barakat Co. (Amman – Jordan) as ***Internship***   * Working as a Hardware and Network maintenance officer. * Installing and configuring computer hardware, operating systems and applications. * Connecting hardware parts to build new computers. * Configure router wireless access point for home network. * Replacing parts as required. * Responding within agreed time limits to call-outs. * Prioritizing and managing many open cases at one time. * Rapidly establishing a good working relationship with customers and other professionals. * Testing and evaluating new technology, operating systems and applications. * Troubleshooting basic issues for printers. |
| **Courses and Training** |
| 2019 CCNA Routing and Switching.  2018 MCP Windows Server 2016.  2018 Windows 10 Troubleshooting and Configuration.  2014 Windows 8.1 Troubleshooting and Configuration.  2013 Windows 7 Enterprise Desktop Support.  2013 ITIL v3 Foundation certification.  2012 MCITP v. 2008  2004 Training program period **1400 Hours (A+)**  Vocational Training Corporation Information Technology Training Institute**.** |
| **Additional Information** |
| * Graduation project: A web application that serves as the University's Sports Department Reservations. The application was a multi-tier app with logical separation between UI, business logic and database access. Technologies used include **JAVA, J2EE, HTML and SQL Database.** * Moderate user of **Microsoft windows 2008and 2012 servers.** * Advanced user of **Microsoft windows**. * Advanced user of **Microsoft office.** * Beginner skills of **Fedora and Ubuntu Linux.** |