# Objective



To work for an organization that will provide me the opportunity to improve my skills and knowledge to grow along with the organization objective.

Highly motivated and leadership skills and willing to devote my efforts to the welfare of the organization.

Ahmed Basheer

# Experience

## Me Services LLC , Abu Dhabi

IT Support

09/2017 - 04/2019

# Contact

## Location

Abu Dhabi - Unitied Arab Emarites

## Phone

971555717414

## Email

[Aksb2608@gmail.com](mailto:Aksb2608@gmail.com)

## Nationality

Jordaninan

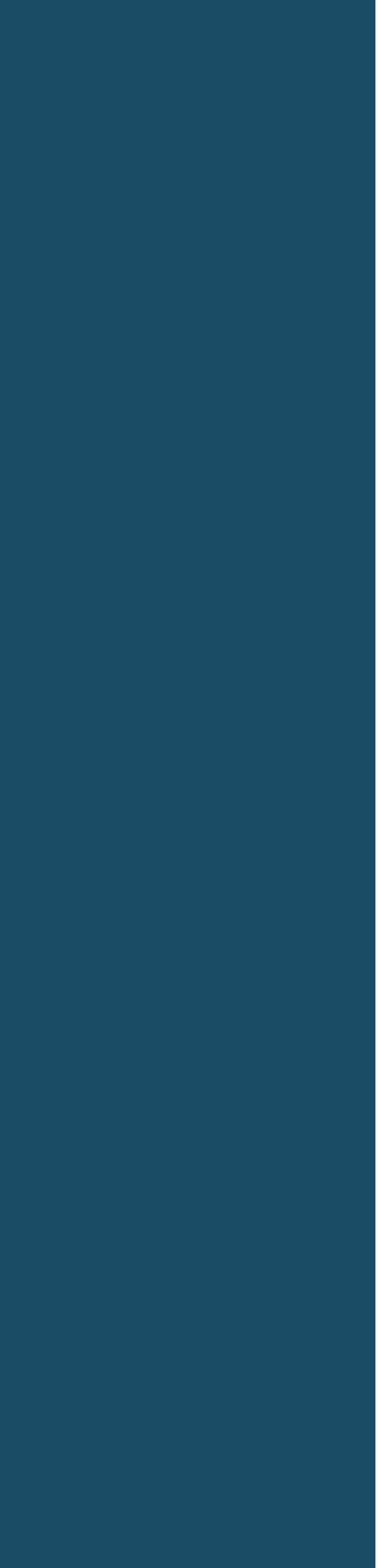
## Date of birth

26-08-1993

# Skills

* Communication skills
* Good Knowledge of MS Office
* Ability to manage time and work well under pressure
* Ability to work independently or as part of a team
* Challenging and competitive Character
* Self Development
  + Work with sustaining engineering teams to investigate and resolve software and hardware defects of Electronic Gate passes in Abu Dhabi airport.
  + Provide first & second level support including hardware, software, network issues and requests.
  + Network installation and configuration (Switches, Routers, Access points, Cabling and computers).
  + Tracking issues to resolution and attend task assignments through the helpdesk footprints ticketing system.
  + Escalate issues beyond the scope of support to a higher level position.
  + Attend to Service Desk phone calls and emails to provide first level IT support.
  + Troubleshooting, resolving PC operational and network issues.
  + Monitor Service Desk for tickets assigned to queue and process requests based on priority and urgency.
  + Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and action taken through to final resolution.
  + Responsible for smooth operations at Check-in and Boarding gates at the Abu Dhabi Airport by ensuring that the vMUSE(Multi-user system environment) and Dmacs application and Kiosk machines are up and running.
  + Work closely with various IT resolver group to resolve customer software desktop issues.
  + Respond to all User reporting problems, queries & solving them in timely manner.
  + Handling network issues (changing VLAN for switchports, troubleshoot IP phones issues, apply port-security on switch ports, check network devices environment health and configure access-lists to control users traffic)

# Education



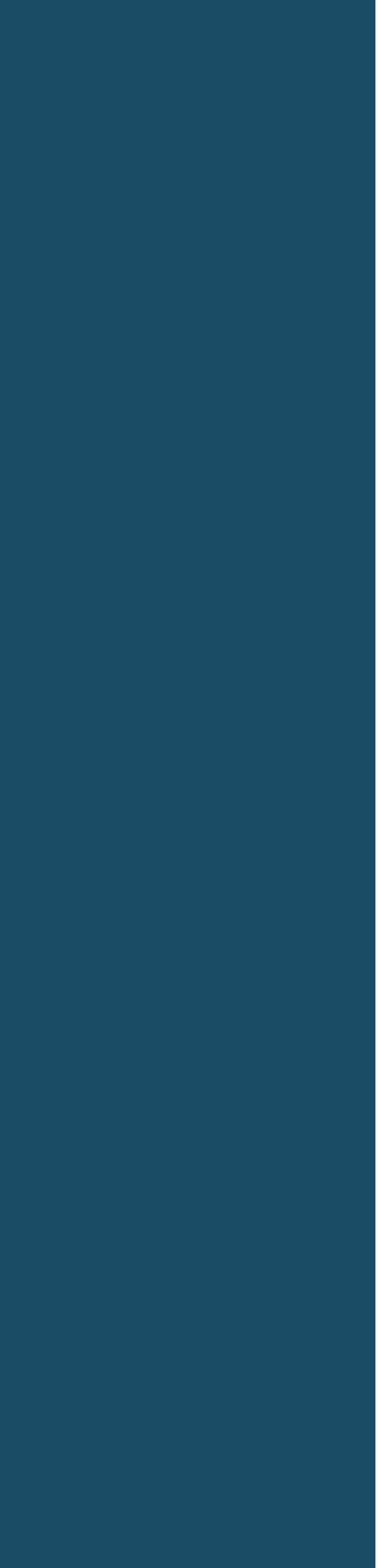
## AL Yarmouk University , Jordan-Irbid

bachelor’s degree in Computer Engineering

# Languages

Arabic — Native speaker

02/2012 - 07/2017



English — Proficient

# Certifications

CCNA Routing and Switching (08/2018).