 **LEO**

**International Diploma in Computer Studies**

**(National Computing Centre Education) UK**

**CAREER OBJECTIVE**

My goal is to obtain a full-time position as an IT Administrator with a vibrant organisation that benefits from my experience while I grow my career to become an IT Manager.

**PROFESSIONAL SUMMARY**

**Contact Details**

**Current location**: Dubai, UAE

**Email***:* [leo230142@2freemail.com](mailto:leo230142@2freemail.com)

**Availability**: Immediately

Experienced IT Administrator with an International Diploma in Computer Studies – United Kingdom exam board, excellent command of both spoken and written English, having over five years in the industry working in technical support for hardware, software hands on experience and also got involved in training programmes and in house training for use of SAP Business 1 solution.

**CAREER HISTORY**

**Skills & Personal Attributes**

* *MS Office Suite.*
* *Desktop Support.*
* *LAN Support.*
* *Remote Assistance.*
* *Computer Troubleshooting hardware and software.*
* *Installation Software and Hardware.*
* *Software Maintenance and Support.*
* *Security (inc. antivirus software.)*
* *Disaster Recovery*
* *Windows 10 and MacOS environments.*
* *Western Education*
* *Good written and verbal communication skills*
* *Good personality*
* *Excellent English*

**Experience At Designer.Com**

**Position: IT Administrator May 2013 – May 2017**

Designer.com (Pvt) Ltd is a full service marketing and communications agency.

**Duties:**

* Managed and implemented standards and guidelines for effective use and management of ICT services, equipment’s and digital assets;
* Identified, evaluated and recommended potential systems and technologies that strengthen the foundation’s capacity to enhance its internal business processes, information management, accessibility and reach to business partners and beneficiaries;
* Provided continuous systems monitoring, administration and management (including for communication and collaboration systems, and other office Productivity systems);
* Provided day-to-day ICT support and troubleshooting services for workstations management, office computing, and connectivity and productivity systems; also provided website development and technical support services.
* Installed software, maintained and introduced training.
* Maintained and secured passwords, file system security and data integrity for desktop environment.
* Maintained and documented procedures and configurations.
* Managed entire purchase of inventory related to hardware, software and other IT supplies.

**Experience at Infoservus**

**Position: Assistant Web Designer Jan 2012 - March 2013**

Infoservus is a front end and backend premium website design and web development agency with expert specialization in corporate custom website design, social media integration services, mobile ready designs, SEO, quality and performance checks, CMS integration, databases, domain names, hosting, training and support.

**Duties:**

* *Developed skills that have been gained through Handling, Use and Support of computers by acquiring upgrading and selling computers and their accessories. Subsequently knowledge base has been established on Microsoft based products and hardware support encompassing computer troubleshooting.*
* Wrote HTML Scripts and would debug websites during the development process.
* Tested completed sites for quality assurance thus according to customer specifications.
* Set up, configured and used the local server (Apache) for local machine testing for websites.
* On request some clients would require training which I conducted on behalf of the company.
* Designed layouts of web pages.
* Created backup up files.

**Experience At View front investments**

**Position: Information and Communications Officer 2010 – Nov 2011**

View Front Investments is a company that sells computers and computer accessories, and offers after sales support.

**Duties:**

* Software and hardware system troubleshooting and support.
* Installed and configured applications software and related hardware.
* Provided technical support and training to end-users.
* Would at times also offer training on behalf of the company for Microsoft Office packages.
* Sales of IT products or accessories and provided after sales support.
* Data recovery of crucial information on corrupted devices.
* Network related support.

**EDUCATION**

**Speciss College 2013:**

* International Diploma in Computer Studies

NCC Education (National Computing Centre United Kingdom)

**Speciss College 2006:**

* International Computer Driving License

Basic Concepts of IT

Managing Files

Spreadsheets

Databases

Presentation and Drawing

Information Network Services

**REFERENCES**

Available upon request