**First Name of Application CV No 1680144**

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**O**bjective

Seeking challenging and rewarding position in IT Networking, Support and related functions across multinational or local organizations, demanding high standards of quality and precision and providing opportunities to amalgamate my personal enrichment with professional goals.

**P**rofile

I am passionate IT professional with **four (4+) years of diversified experience** and multicultural working environment, combining broad exposure in all aspects of **IT Networking, Security, SAP** administration and **Support.** I hold the **Diploma in (Computer Engineering)** and **Certificate in Modern Arabic Language** with **professional skills in using, Microsoft windows, Mac, MS Office,** and many others.

**K**ey **C**ompetencies and **S**kills

* IT Infrastructure
* System Repair
* Networking
* ADSL Routers
* Network Operations
* Troubleshooting
* System Maintenance
* Data Security
* LAN & WAN
* Adobe Photoshop
* System Administration
* PC Optimization & Upgrading

**P**rofessional **E**xperience

**Raqmiyat LLC Abu Dhabi** October 26th 2015 to Dec 28th 2015

**2 Months Contract on injazat project**

Responsibilities

* Install, upgrade, support and troubleshoot XP, Windows 7 and Microsoft Office 2007 and any other authorized desktop applications
* Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment
* Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
* Performs remedial repairs on computers, laptops, printers and any other authorized peripheral equipment
* Customize desktop hardware to meet user specifications and site standards
* Performs work in compliance within specified warranty requirements
* Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels
* Safely package equipment for branches and arrange for the transport of the equipment.
* Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network
* When the restoration is beyond the scope of the computers, laptops, printers and any other authorized peripheral equipment the Desktop Support Administrator will escalate the issue/problem to proper tier 3 support team member
* Develop trends by monitoring and analyzing incoming calls, problems and support requests

**IYogi Technical Services** Jul 2011 to Aug 2015

**Digital Service Executive (Acting Group Leader)**

Responsibilities

* Establish and enforce help desk service levels agreements in consultation with end users to establish problem resolution expectations and timeframes.
* Analyze performance of help desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.
* Plan and conduct performance appraisals of help desk staff, administer disciplinary action, raises, bonuses, and promotions when necessary.
* Manage incoming calls to the helpdesk via telephone and e-mail/IM, ensuring courteous, timely, and effective resolution to End Users' issues.
* Design and enforce request handling and escalation policies and procedures.
* Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
* Monitor and test fixes to ensure problems have been adequately resolved.
* Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
* Track and analyze trends on helpdesk requests to generate statistical reports.
* Assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations.
* Identify, recommend, develop, and implement end user training programs to increase computer literacy and self-sufficiency.
* Diagnosis and repair of PC, system repair, setup and installation of software.
* Secure and protect system by installing and upgrading security patches.
* Speed up and optimization of PC by removing registry issues, Junk files, useless data and defragmentation of system.
* Diagnosis, repair, setup and installation job for our clients based in USA and UK remotely.

Achievements

* Awarded for the best Service engineer of the year in **iYogi** technical services.

**Exico It Services**  May 2010 to June 2011

Responsibilities

* Checked and monitored network for issues in hardware and software.
* Configured routers, switches, firewalls, domain name services and e-mail, web and ftp services.
* Worked in computer hardware and peripheral maintenance.
* Performed Assembling installation and troubleshooting computer system and network devise.
* Monitored troubleshooting and configuring equipment’s.
* Configured of customer premises equipment (all type of ADSL Router).
* Maintained updated record and filing Support, maintenance and upgrading of Computer Software and Hardware.
* Wireless network configuration and maintenance for the building.

**A**cademics and **P**rofessional **Q**ualification

**Diploma in (Computer Engineering)**  Jamia Millia Islamia, India

**Senior School Certificate Examination**  B.S.E.B

Certificate:

**Modern Arabic Language** Jamia Millia Islamia, India

**R**eference

May by furnished on demand.