 

 **KHALED AL-HASHEM**

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**~ HELP DESK ANALYST I/II~**

*Seeking a challenging and rewarding opportunity in the multi-disciplinary profession which is more in line with my professional background and which effectively utilizes my excellent skills and experience*

**Career Synopsis**

* Dynamic and result-oriented professional offering **7 years** of experience in providing technical support, troubleshooting issues and providing customer service
* Expertise in project coordination activities to ensure completion of the project within the time & budget and optimize resource utilization
* Experience in network sets up, planning and management, system administration, technology support and technical troubleshooting
* Sound knowledge of the latest trends and techniques of the field coupled with a wide range of skill sets as well as troubleshooting, problem analysis and resolution skills
* Closely working with customers, understanding their requirements, custom designing solutions and troubleshooting complex related problems
* Ability to provide a high level of Customer Service , surpassing market standards and maintain healthy relationship with peers and competitors
* Deep understanding of quality management in a service environment; leadership in designing of creative solutions aimed at maximizing customer satisfaction
* Recognized by peers/superiors for exceeding organizational objectives; proficient in developing efficient teams that excel
* High-level leadership and mentoring ability. Excellent interpersonal and communication skills

**Core Proficiencies & Skills**

* Desktop Support Analysis
* Windows Troubleshooting
* Network Issues Troubleshooting
* Customer Service
* Technical Support
* Quality Assurance
* Customer Relationship Management
* Result-driven Work Approach

**Professional Experience**

**ACRODEX / MUNICIPALITY OF CALGARY, Calgary - Canada (Sept’11 – Aug’14)**

**Desktop Support Analyst II**

**Work Profile:**

* Installing hardware, software and peripheral equipment as requested
* Troubleshooting standard applications issues (e.g.MS office outlook)
* Troubleshooting operating systems (XP & Win7) issues
* Escalation or reassigning issues as needed
* Use of Remedy ticketing systems to monitor and get the issues resolved
* Use of RDP connection to fix issues remotely
* Proficient in Analyzing and resolving hardware and network connectivity

**WOODGROUP UNITY, Calgary - Canada (Feb’11 – Sept’11)**

**Desktop Support Analyst II**

**Work Profile:**

* Instrumental in analyzing and resolving employee’s hardware, software and connectivity issues
* Efficiently managed hardware assets and inventory
* Repsonsible for Dell &HP hardware troubleshooting and maintenance
* Used RDP or VNC connections to fix issues remotely
* Accountable for Image or re-image computers as required, using Norton Ghost software (to get them ready for deployment)
* Troubleshooting operating systems (XP & Win7) issues
* Prepared and setup computers for new employees
* Installed any software or hardware following the instructions as requested (e.g. office suites or engineering apps)
* Repsonsible for Active Directory Management

**Previous Experience**

**COMPUCOM/SUNCOR, Calgary - Canada (Feb’10 – Jan’11)**

**Help Desk Analyst I**

**IMVPROJECTS, Calgary - Canada (Oct’07 – Apr’09)**

**IT Support**

**PROCOM / EDS / BANK OF AMERICA, Calgary - Canada (Nov’06 – Sept’07)**

**Help Desk Analyst**

**Credentials**

**Certificate in Technology Infrastructure Management** from SAIT in 2006

**Bachelor of Systems & Networks Engineering** from Cherkassy Engineering Technological Institute in 1997

**Certifications & Trainings**

* A+ - Canada 2013
* MCP - Canada 2006
* CCNA - Jordan 2003
* Technology infrastructure Mgmt (TIM)- 2006 Canada
* CTC - Craft Training
* English language courses

**Computer Proficiency:**

* Windows Operating Systems, IBM, HP, Dell and Assemled Hardware Brands in Computers and Prepherial Devices such as Printers and Scanners
* Different Ticketing Systems (Remedy, Citrix, CRM)
* Different kind of applications (e.g. Office 2003, 2007, 2010)

**Personal Vitae**

Date of Birth: 06th March, 1973

Languages Known: English, Arabic & Russian

**Job Seeker First Name / CV No: 1819014**

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