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| Ahmad[AHMAD.33911@2freemail.com](mailto:AHMAD.33911@2freemail.com)C/o 971502360357  |  | | --- | | DATE OF BIRTH24th December 1977egyptian | | Objective I'm looking for a rewarding and challenging opportunity in the field of IT Support where my 15 years of experience and professional skills are applied and can be further developed. | | Skills  * Managing a team of IT engineers to fulfill the day to day IT requirements * In charge of the Installation, maintenance and administration of Windows operating systems on workstations and associated applications  Other Skills  * Confident communications skills - Deals with internal end users at all levels via telephone and email, to ensure successful * Hands on experience of installing IT hardware and software * Good organizational skills - Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner. * Good time management * Good Team Player - Enjoys sharing knowledge and encouraging development of others to achieve specific team goals. |  Certificates **MCP 2003**  July 2003  Microsoft Certified Professional at New Horizons Institute in Dubai training **MCSE 2003**  June 2006 – November 2006 at New Horizons Institute in Dubai  **HDA Help Desk Analyst**  28 June 2011 – 29 June 2011 at New Horizons Institute in Dubai  **Installing and configuring Windows 7 Client**  24 July 2011 – 26 July 2011 at New Horizons Institute in Dubai  **MS20-533 Implementing Microsoft Azure Infrastructure Solutions**  18th Dec 2016 – 22nd Dec at New Horizons Institute in Dubai  **Administering Office 365**  e-Learning Jan 2018 | |  | | --- | | Experience **IT Team Leader**  Gulf Eternit Industries L.L.C – Dubai, UAE June 2007 – Present Recommending corrective action plans and improvements in the resolution of non-compliance with standards detected through monitoring and auditing of processes and procedures  Communicating, educating and liaising with users and management to ensure awareness and adherence to standards, procedures and quality control issues and activities  Assisting in troubleshooting, diagnosing, testing and resolving system problems and issues conducting and providing technical guidance and training in application software and operational procedures  Evaluating and diagnosing technical problems and issues such as installation, maintenance, repair, upgrade and configuration and troubleshooting of desktops, software, hardware and printers  Testing and identifying and diagnosing functionality errors and faults in systems  Creating and reviewing technical documentation such as procedural, instructional and operational guides and manuals, technical reports and specifications and maintenance inventory systems  Ensuring that local backups, hardware, networking and telephone, systems and e-mail communications are permanently operational to provide continuous data exchange access  Following all relevant operational procedures and instructions so that work is carried out in a controlled and consistent manner  Ensuring all hardware is periodically maintained to ensure satisfaction of the user, as a matter of urgency attend to breakdowns  Keeping systems down time to minimum and all systems running to the standard appropriate for each user  To keep the computer store area tidy and safe  To check leads, connections and all IT equipment to ensure that they are in safe working order  To set up new machines and make sure that all the in house standard documents are set up correctly, it has the appropriate programs matched with a legal license, an e mail account and staff knows how to correctly file documents  To monitor the use of the computers to make sure that staff are complying with the IT Manual and there is no misuse of the system  To ensure that all IT needs are met in accordance with the quality plans  To log users’ reported cases on Layton Service Desk tool and work with the team resolving them IT Administrator Gulf Eternit Industries L.L.C – Dubai, UAE July 2002 – June 2007 Troubleshooting PC and Mac issues with latest and earlier Oss  Troubleshooting critical issues during servers down scenarios  To help select suppliers of software and hardware to ensure that the company uses the best available products at the best available price  To assess/evaluate potential suppliers of IT hardware and software.  To keep the IT hardware list up to date  To keep the IT Software list up to date  To keep the IT license list up to date  To keep the log up to date showing what programs and licenses are held on each computer  To keep the computer store area tidy and safe  To keep the office tidy and safe  To liaise with Finance department to ensure that the fixed asset list is kept up to date with the correct information. Help them to match invoices to actual physical purchases.  To help in the induction process when we have new staff  To set up new machines and make sure that all the in house standard documents are set up correctly, it has the appropriate programs matched with a legal license, an e mail account and staff knows how to correctly file documents.  To monitor the use of the computers to make sure that staff are complying with the IT Manual and there is no misuse of the system  To respond to the tasks on the IT Task Assignments  To ensure that one complete back up is taken off site every week, one every 4 weeks to be retained off site | | Education1994-1996 High School Charity National School – Dubai – UAE  High School Diploma, General Science 1996-2000 King Marriot Computer and Business management institute – Alexandria - Egypt  Bachelor Degree in Business management and Computer Science | | Personal profile **Languages Known:** Arabic and English (Reading and Writing)  **Marital Status:** Married  **Languages Known:** Arabic and English (Reading and Writing)  **Marital Status:** Married  **Visa Status:** Employer  **Driving License:** Valid UAE Driver License | |