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| **SIYAD** [**SIYAD.343520@2freemail.com**](mailto:SIYAD.343520@2freemail.com)  **Offering over 12 years of experience**  **Targeting assignments as Sr. Enterprise IT Support/Service Desk Engineer for End Users**Proficient in managing the complex IT Support, design, configuration, deployment, administration, management and troubleshooting complex security configurations  siyad.habeebullah@gmail.com 00971508165676  DSC_7294 | |
| Profile Summary | |
| Diligently ensured proper communication between L1 and L2 teams and observed the resolution to escalations within the given Service Level Agreements (SLA's). Excellence in mentoring and supporting the team of Technical Support Representatives via face-to-face, Telephone, Email communication as well as through the Level 2 (L2) queue.A technocrat with exposure in managing projects on installation, maintenance, IT infrastructure development and technical support. Gained exposure in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management. Expertise andproficiency in managing configuration, maintenance, migrations of large scale SCADA Engineering Systems and Application, ERP-SAP/JD Edwards,software & hardware devices with a focus on Servers/ Systems/ Printers/ Photocopiers/ CCTV/ POS/Time Attendance. Capabilities in assessing and mapping security requirements and translating these requirements into techno-functional specifications, custom designing solutions and troubleshooting for complex information systems management. | |
| Education | |
| * Bachelor’s Degree from Mahatma Gandhi University, Cochin, Kerala in 1998 * Diploma in Computer Hardware Engineering & Networking from Government polytechnic, Ernakulum, Kerala in 2000 | |
| Professional Trainings and Associations | Areas of Excellence |
| * Microsoft Certified System Engineer(MCSE) from Logic Software Solutions (P) Ltd, Cochin * CCNA Completedfrom Cambridge Educational Institute in Abu Dhabi * SCCM Completed (Microsoft Service Management with System Center Service Manager 2012 R2) * Certificate in Assyst Incident Management Helpdesk System (Axios Systems) * Training in various workshops including Office Etiquette, Telephone Etiquette common Barriers to Communication * Training in: * JD Edwards Implementation and Various Technical Modules * SAP Implementation   Soft Skills  Change AgentTeam Player Analytical  Collaborator  Communicator  Planner | |  | | --- | | ICT Operations | |  | | Technical Support | |  | | Troubleshooting | |  | | Installation & Configuration | |  | | IT Security Management | |  | | Risk Management | |  | | First & Second Level Support | |  | | Computer Hardware Maintenance | |  | | Team Building & Leadership | |  | |
| Career Timeline    **Al JaberEstablishment &Group of Companies**  **Alpha Data Processing Services LLC**  2003-2006  2006-2011  **National Holding**  Since 2011  2000-2003  **Federal Bank** | |
| Technical Skills   * Providing first time resolution for all the tickets raised by users through help desk software systems MCSM/Assyst Axios Systems which includes incident change and problem management, also maintaining SLA * Excellence in installing and troubleshooting MS Windows 2008,2012 R2Server, Active Directory "AD-DS", DNS, Microsoft Exchange 2010 server, DHCP server configuration, SCCM, VMware, Hyper-V * Expertise in technical configuration of MS Windows 95,98,ME,NT,Windows 2000,Windows XP,Windows 7,Windows8,Windows10,Red hat Linux(Enterprises Linux) * Diligent in configuring the machines for setting up LAN, WAN and Internet Connection * Experienced in Computer Assembling,Hardware Troubleshooting, Outlook Exchange Configuration, Antivirus Setup & Proxy Configuration * Installed of Optical Fiber Cable (Connecter Termination SC, ST, FC& MTRJ and Amwatch Asset Tracking Systems (RFID) * Pioneer in Stripping, Epoxy Setting, Curing, Cleaving, Polishing & Microscopic Checkingin OFC * Troubleshot network issues relating to DHCP, DNS and TCP/IP and especially Sitrix 8.1, FileNet, Mosaic, Phoenix, Sybase, Oracle * CISCO IPPhones Bloomberg, Reuters Systems * Managed JD Edwards Distribution Section (Inventory Management) * Rendered support and configuration of SAP Front-End Client * ZylabEDMS software Support.   Work Experience    **Since Oct’11: National Holding Abu Dhabi as Sr. Service Desk /Enterprise IT Support Engineer**  **Key Result Areas:**   * Resolving issues of end users with Microsoft System Centre 2012 R2 * Managing Microsoft based infrastructure and operations, including Active Directory, SCCM, DNS/DHCP, Windows Deployment Services, file and print services, and SharePoint Services * Configuring & installing Raid 1,RAID 6 ,Windows Server 2008 R2 in HP blade dl 380 g8 * Troubleshooting DNS, DHCP, WLAN and SAP,JD Edwards ERP * Blackberry BES and BIS Service Activation, Configuration and support for End Users * Following up and documenting IT Security Policies & Procedures, IT Requests, Share Folders, EOE, ISE, Forms with Proper Approval Line in Management * Providing support and troubleshooting POS Machine with IPOS Retail Pro Software * Administeringdaily,weekly,monthly yearly Backup Dell Power vault (Symantec Backup Exec) * Supervising SCADA Precast Systems Mesh Machine, Shuttering Robot, Fly Bucket, Batch Panel,PLC(Averman, SAA Engineering Germany) * Maintaining and Support CCTV , Access Control Systems, Barcode Scanner, * Monitoring MDF, IDF,Patch Panel,ONT, HP Call Manager, and Riverbed, IP Camera (Samsung) with Dedicated Server * Providing Cisco VPN Support for all Outlets from Main Office ,solving issues regarding POS and servers of all National Feed and Floor Outlets * Installing and troubleshooting Controls PGP Symantec Encryption, DLP Agent, Zlock & bluecoat.   Previous Experience    **Mar’06 to Oct’11: Al Jaber Establishment & Group of Companies, Abu Dhabi as**  **ICT Support Engineer**    **Dec’03 to Jan’06:Alpha Data Processing Services LLC (Outsourced for Abu Dhabi Islamic Bank) as Help Desk &IT Support Engineer**    **Mar’00 to Nov’03: Federal Bank, Cochin, Kerala, India as**  **IT Support Specialist** | |