**ABDULLA**

**ABDULLA.350870@2freemail.com**

**IT SUPPORT ENGINEER**

**Objective**

IT professional looking forward for a challenging position to design/build/maintain/support world class IT Software/Hardware infrastructure.

**UAE Experience**

**IT support – The Office of Crown Prince of Dubai: Nad Al Sheba 1, U.A.E.: 3 years**

**[Mar 2014 – Present]**

* Provide IT- Support services to THE OFFICE OF HIS HIGHNESS CROWN PRINCE OF DUBAI and to all sub-group entities of the governing body.
* IT coordinator and support at NAS Sports Complex Facility, Nad Al Sheba. Responsible IT personnel at this sub-group entity.
* Management of IT work and coordination at NAS Sports Complex, such as IT products purchase and design structure. Maintain IT stock.
* Exposure in installing and maintaining high technology machines in NAS Sports Complex.
* High Technology machines related to body performance for athletes.
* Exposure to Technogym equipment, IT related.
* Exposure to Home Automation of the facility.
* Configuring cisco switches for datacenters
* Installing and configuring computer hardware, software, systems, networks, printers and scanners
* Planning and undertaking scheduled maintenance upgrades
* Talking to clients and computer users to determine the nature of problems
* Responding to breakdowns
* Investigating, diagnosing and solving computer software and hardware faults
* Repairing equipment and replacing parts
* Good Experience in configuring and troubleshooting all email clients
* Installation, Configuration & Maintenance of LAN &WAN.
* Create User accounts and manage users, computers Active Directory Domain Services
* Create Mail Box in Exchange Servers.
* Cisco IP Phone configuration and management.
* Configure and monitor Finger access software such as Secure Admin, System galaxy, Secure Admin lite.

**Indian Experience**

**Junior Technical Support - TrueBind Technologies: Kozhikode, Kerala. : 1 year**

**[May 2012 – August 2013]**

The bandwidth of services, though varies, we are specialized in Total Hosting Solutions, which gives opportunity of working with our clients over the entire project life span. Services include are Web development, SEO services, Software development, Automation Solution, Web design, Offshore technical staffing.

**Abacus Computer Sales and Service: Kasaragod, Kerala: 2 year**

**[August 2010 – April 2012]**

 Diagnosing and troubleshooting laptop and desktop issues. Hardware installation, troubleshooting, repair and maintenance. Implementing and configuring the corporate LAN environment. Operating System Installation of Windows XP/VISTA and Windows 7. Sales and marketing of IT products.

**Education Profile**

* Primary schooling in New Indian Model School, Dubai till Grade 6.
* Completed secondary and higher secondary schooling in Chinmaya Vidyalaya, Kasaragod, Kerala.
* Completed Bachelor of Engineering in Computer Science from P.A. College of Engineering, Mangalore, India under Visveswaraya Technological University.
* Oracle certified in Database Administration 10g, Oracle Testing ID: **OC1013582**
* Trained in Cisco routers and switches.
* Trained in Windows server 2008.

**Personal details**

Nationality : Indian

Native Place : Kerala

Place of Birth : Dubai, UAE.