

**Fahd**

**Fahd.357901@2freemail.com**

**Gender: Male Nationalities: Yemen/ Mother from UAE**

**Born: 14/06/1989**

**Career Objective**

 looking for the HR Assistant, Admin, and PRO role, to obtain a position where I can

Maximize my organizational and interpersonal skills, which will contribute my years of experience that will allow me to grow personally and professionally.

**Work Experience**

**(HR) Abu Dhabi Media “LiveHD” (Oct 2015 – June 2016)**

Taking care of the entire HR & PRO role by doing:

* Working as a public relation officer (PRO) finalize all the government documents related to the UAE low (AD Police GHQ – Immigration Office – Embassies – Labor office- DED)
* Issue visa- resident visa & passport for the employee and for their family, following daily with the immigration office.
* Issue Health insurance card for employee by “Daman” company.
* Schooling fees for employee & for their families.
* Doing housing contract “lease contract” for the employee, contacting direct with the property owner “landlord” and agencies.
* Assist with the payroll team “finance”
* Coordinate within HR team to recruit new employee from “kawaader” and doing hiring for local & international candidates.
* Manage to do probation period & termination of contract for employee
* Work closely with procurement team for purchasing our stuff, and dealing with the agencies.
* Very well knowing about “Oracle System” data entry, deleting, and updating

 **Human Capital (HR) Zayed University UAE, Abu Dhabi**

**Visa and Housing Assistant April 2015 - Oct 2015**

 Visa and Housing Assistant support in all matters relating to visas and housing

 Maintain and update employee files and keeps up to date and record any changes in the status of information in the archives

 Passports & visa worker base on the human capital

 Prepare letters, forms and other documents to the ministries and embassies consulates, police departments, and banks

 Advise to all clients about University's policy

 Prepare no objection certificates and certificates of service as needed

**IT Help Desk Department UAE, Abu Dhabi**

**IT Support Analyst -Computing Services Department March 2014- April 2015**

* Create an incident, acknowledge it, resolve all the technical issue on the system, and work on hardware and software tools
* Installs, supports and maintains servers and desktops, laptops and scanners
* Installs supports and maintains all academic and administrative software applications
* Manages and supports printers & servers
* Responds to logged calls using CA Service Desk manager software
* Backs up support for A/V Technician
* Participates implementing IT support to University on and off campus events
* Prepare to work outside normal working hours
* Escalates technical issues as appropriate
* Interacts with support organizations to ensure restoration of service and/or identification and correction of core problems
* Troubleshoots incoming calls from client’s related problems with desktop functionality, network connectivity, and application support
* Ensures follow up on unresolved cases
* Escalates problems as necessary to ensure contractual agreements are met

**Education**

**B.Sc. in IT Specialize in Security & Networking UAE, Abu Dhabi**

**Zayed University Fall-2010/June- 2014**

 Key Project: Ethical Hacking- UAE v0063

 GPA: 2.79/4.0 Point- Grade: B - Very Good

**Trainings & Certificates**

* U.A.E. Military course (3 year)
* Car license of Abu Dhabi, U.A.E.
* IELTS International English language
* (ICDL) very good
* Cisco IT Essentials: PC Hardware and Software
* Cisco CCNA Discovery: Networking for Home and Small Businesses
* Certificate recognition for achieving perfect attendance on all courses from entering to Zayed University till graduation with zero absence (Fall 2010- June 2014)
* Certificate for successful contribution to the football team at Zayed University (2011-2013)
* Certificate for fifth annual undergraduate research conference on applied computing (URC2013)
* Certificate for distinctive participation on INJAZ Innovation Camp
* Certificate of Accomplishment for Soul Based Service Excellence “Professional Development Program” (2015)
* Certificate of Appreciation from Human Capital for Visa & Housing “Alumni” (2014-2015)

**Skills & Abilities**

 Good understanding of ITIL concepts & all Microsoft Office

 Effective oral and written communication skills

 Team work, attention to details and maintain standards of accuracy and quality.

 Fast learner, Respect confidentiality, Multi-tasking & able to work under pressure

 I also have Strong Physical skills, hunter’s mentality & Big-picture thinking

**Languages Known \_**

* Arabic (Mother Tongue) English (Fluent) Hindi (Fluent)