Tamer

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IT System Administrator

PERSONAL SUMMARY

AREAS OF EXPERTISE

*Microsoft operating systems*

*Computer networks and TCP/IP*

*Network cabling*

 *LAN/WAN technologies Preventative maintenance Technical support Supporting desktop systems IT Assets Management*

PROFESSIONAL

*CCENT Certified CEH V9 (Ongoing) MCSE (Ongoing)*

PERSONAL SKILLS

*Troubleshooting*

*Excellent telephone manner*

*Hard working Analyze problems*

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT operating systems, especially Microsoft Windows, Microsoft Windows Server. Multi-talented with good all- round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic.

Work proactively to deliver a high quality, customer-focused professional service. Providing the very highest level of technical support and customer service to the users.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

### WORK EXPERIENCE

#### AICI (American International Contractors Incorporation) - Bahrain.

IT System Administrator December 2012 - Present

#### Duties:

* Managing and Administrating Cisco Routers and Switches.
* Administrating Fortinet Firewall
* Providing technical support over the phone to all IT users
* Updating and monitoring IT user accounts.
* Maintenance & management of the Critical Windows based Server Environment.
* Maintaining up to date Antivirus levels on all machines company wide.
* Working on Active Directory accounts
* Installing and Administrating Domain servers (2003 – 2008 - 2012), ISA servers (2004 – 2006 – Forfront), DHCP, DNS, Print Server, WSUS, VMs, FTP, File Server.
* Installing and Administrating Microsoft Windows XP, 7, 8.x & 10
* IT Asset Management (Collecting and Managing All HW/SW d a t a).
* Installing printers (standalone – network)
* Providing maintenance support and break-fix solutions.
* Liaising & meeting with external suppliers of IT services.
* Troubleshooting technical problems and implementing solutions.
* Purchasing of IT Equipment and software in line within agreed budgets.
* Supporting a multi-site IT infrastructure of at least 100 employees.
* Responsible for the fast and accurate troubleshooting of reported faults.
* Providing technical support via helpdesk systems for a wide range of internal & external applications.

#### Archirodon Construction (Overseas) CO. S.A. (Damietta – Egypt)

IT Desktop Support February 2012 – November 2012

#### Duties:

* + Providing technical support over the phone to all IT users
	+ Updating and monitoring IT user accounts.
	+ Maintenance & management of the critical windows based server environment.
	+ Maintaining up to date Antivirus levels on all machines company wide.
	+ Working on Active Directory accounts
	+ Installing and Administrating Domain servers (2003 – 2008), ISA servers (2004 – 2006 – Forfront), DHCP, DNS, Print Server, WSUS, VMs, FTP, File Server.
	+ Installing and Administrating Microsoft Windows XP, 7& 8.x
	+ Managing Fortinet Firewall
	+ IT Asset Management (Collecting and Managing All HW/SW data).
	+ Installing printers (standalone – network)
	+ Providing maintenance support and break-fix solutions.
	+ Liaising & meeting with external suppliers of IT services.
	+ Troubleshooting technical problems and implementing solutions.
	+ Purchasing of IT Equipment and software in line within agreed budgets.
	+ Supporting a multi-site IT infrastructure of at least 100 employees.
	+ Responsible for the fast and accurate troubleshooting of reported faults.
	+ Providing technical support via helpdesk systems for a wide range of internal & external applications.

#### AICI (American International Contractors Incorporation) (Cairo – Egypt)

IT End User Support August 2009 – January 2012

#### Duties:

* + Providing technical support over the phone to all IT users
	+ Maintaining up to date Antivirus levels on all machines company wide.
	+ Installing and administrating servers (2003 – 2008), ISA servers (2004 – 2006), DHCP, Print Server, and file server.
	+ Installing and Administrating Microsoft Windows XP
	+ IT Asset Management (Collecting and Managing All HW/SW data).
	+ Installing printers (standalone – network)
	+ Managing and monitoring of backups
	+ Providing maintenance support and break-fix solutions.
	+ Liaising & meeting with external suppliers of IT services.
	+ Troubleshooting technical problems and implementing solutions.
	+ Purchasing of IT Equipment and software in line within agreed budgets.
	+ Providing technical support via helpdesk systems for a wide range of internal & external applications.
	+ Responsible for the fast and accurate troubleshooting of reported faults.

#### Archirodon Construction (Overseas) CO. S.A. (Damietta – Egypt)

IT End User Support February 2008 – August 2009

#### Duties:

* + Providing technical support over the phone to all IT users
	+ Updating and monitoring IT user accounts.
	+ Maintenance & management of the critical windows based server environment.
	+ Maintaining up to date Antivirus levels on all machines company wide.
	+ Working on Active Directory accounts
	+ Installing and Administrating Domain servers 2003, ISA servers (2004 – 2006), DHCP, DNS, Print Server, FTP, File Server.
	+ Installing and Administrating Microsoft Windows XP
	+ IT Asset Management (Collecting and Managing All HW/SW data).
	+ Installing printers (standalone – network)
	+ Providing maintenance support and break-fix solutions.
	+ Liaising & meeting with external suppliers of IT services.
	+ Troubleshooting technical problems and implementing solutions.
	+ Purchasing of IT Equipment and software in line within agreed budgets.
	+ Supporting a multi-site IT infrastructure of at least 100 employees.
	+ Responsible for the fast and accurate troubleshooting of reported faults.
	+ Providing technical support via helpdesk systems for a wide range of internal & external applications.

#### Super Link (Internet Service Provider). (Ismailia – Egypt)

***Call Center, Technical Support & End User Support*** December 2003 – February 2008

#### Duties:

* + - Installing DSL Hardware inside Telecom Egypt.
		- Connecting ADSL phone lines with ADSL Hardware inside Telecom Egypt.
		- Configuring and Installing ADSL Routers at the clients.
		- Supports and troubleshooting Internet problems.
		- Purchasing All PC’s Components and checking its Efficiency.
		- Collecting and Building‐up PC’s With Required Components.
		- Installing and Setting up All Required Soft Ware for New Hard ware.
		- Building‐up Networks and Doing All Relative Soft Ware Requirements for Network System.

KEY SKILLS AND COMPETENCIES

* Highly organized and disciplined with a passion for Information Technology.
* A positive, high energy team player.

Good problem solving skills along with the ability to maintain calm under pressure

* Having a passion for providing excellent customer service.
* Advanced understanding of PC hardware set-up and configuration.
* Excellent telephone manner and customer service skills.
* Experience of setting up and maintaining hardware and software systems

Good Reading, Writing and Speaking.