**Shaker**

Email: [shaker.366656@2freemail.com](mailto:shaker.366656@2freemail.com)

***OBJECTIVE***



Seeking a challenging position where I can demonstrate my creative, quantitative and qualitative abilities to perform the assigned tasks in the best possible, cost efficient and professional manner to the utmost satisfaction of my superiors.

***PROFILE SUMMARY***



Solution focused, team oriented Senior Technical Support Analyst with a broad understanding of computer hardware and software including Installation, Configuration, Management, Troubleshooting and Support. Ability to handle various microcomputer applications such as MS Windows, Office XP, 2003, 2007 (Word, Power Point, Excel; Access), Microsoft Outlook, etc.

***ACADEMIC QUALIFICATIONS***



|  |  |  |
| --- | --- | --- |
| ***Qualification*** | ***Year*** | ***Institution*** |
| Bachelor of Science (Computer | 2011 | University of North Carolina at Charlotte |
| Science) |  | (U.S.A) |
| Diploma in Marketing | 2004 | Institute of Public Administration |
|  |  | Dammam |
|  |  | Saudi Arabia |

***PROFESSIONAL EXPERIENCE***



|  |  |  |  |
| --- | --- | --- | --- |
| ***Sept 2016- Present*** | ***Wipro Arabia (SAUDI ARAMCO WIRELESS PROJECT)*** | | |
|  |  | ***Alkhobar, Saudi Arabia*** | |
|  |  | **Position: Site Engineer** | |
|  |  | **Main responsibilities** | |
|  |  |  |  |

* Acting as the main technical adviser on a construction site for subcontractors, crafts people and operatives;
* Setting out, leveling and surveying the site;
* Checking plans, drawings and quantities for accuracy of calculations;
* Ensuring that all materials used and work performed are as per specifications;
* Overseeing the selection and requisition of materials and plant;
* Agreeing a price for materials and making cost-effective solutions and proposals for the intended project;

 Managing, monitoring

and

interpreting

the

contract

design

documents

supplied by the client or architect;

 Liaising with any consultants, subcontractors, supervisors, planners, quantity surveyors and the general workforce involved in the project;

 Liaising with the local authority (where appropriate to the project) to ensure compliance with local construction regulations and by-laws;

Communicating with clients and their representatives (architects, engineersand surveyors), including attending regular meetings to keep them informed of progress;

 Day-to-day management of the site, including supervising and monitoring the site labour force and the work of any subcontractors;

 Planning the work and efficiently organizing the plant and site facilities in order to meet agreed deadlines;



Overseeing quality control and health and safety matters on site;



Preparing reports as required;



Resolving any unexpected technical difficulties and other problems that may

arise.

***Aug 2014- May 2016*** ***Wipro Arabia (SADARA PROJECT)***

***Jubail , Saudi Arabia***

**Position: Project Engineer**

**Main responsibilities**

* Establishing the networking environment by designing system configuration,
* Directing system installation, defining, documenting and enforcing system s ta n d a rd s
* Maximizing network performance by monitoring performance, troubleshooting network problems and outages,
* Scheduling upgrades and collaborating with network architects on network o p t i m i z a t i o n
* Updating job knowledge by participating in educational opportunities, reading professional publications
* Maintaining personal networks and participating in professional organizations

|  |  |  |
| --- | --- | --- |
| ***June 2013- Present*** | ***Wipro Arabia*** | |
|  | ***Consultant Services*** | |
|  | ***Al-Khobar, Saudi Arabia*** | |
|  | **Position: System Integration Engineer** | |
|  | **Main responsibilities** |  |

* Gather and analyze data to establish system requirements
* Develop work plans and estimates as they relate to systems integration work tasks and team members
* Research, evaluate, and recommend systems/equipment/technologies based upon client needs
* Draft technical instructions, engineering plans, technical designs, and other systems integration related documents
* Interface with various team members such as management, administration, legal, and support staff on a regular basis
* Develop and conduct testing plans and procedures based upon system recommendations
* Provide client with post-installation and integration support

***Apr 2003 – Apr 2006***

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***Middle East for Computer Engineering Technical Services Division***

***Saihat, Saudi Arabia***

**Position: Computer technician (part time job)**

**Software:**

* Develop software to appropriate users
* Installing and testing new software
* Ensuring the anti-virus software installed, properly configured, regularly updated and working properly on all PC and server stations
* Distributing files as required for staff use
* Maintaining servers and network hardware

**Hardware:**

* Receiving and setting up Hardware.
* Diagnosing and troubleshooting hardware failures.
* Checking new computer equipment and installing as expected
* Liaising with external support agencies to resolve faults speedily
* Liaising with designated personnel responsible for keeping the inventory
* Maintaining computer peripheral equipment e.g printers scanners, projectors and whiteboards.
* Maintaining wired and wireless networks, desktop and server computers
* Providing technical support for hardware and software issues in the office
* Setting up and maintaining backup system for file servers and in-office desktop computers

**Network Management:**

* Checking the network backup logs where appropriate
* Carrying out routine network maintenance tasks
* Setting up, maintaining and removing user network accounts where necessary

***May 2005 – Mar 2006***

***Saudi Arabian Airlines (Customer Care Division)***

**Call Center Representative**

***Main responsibilities:***

Responsible for attending incoming calls from airline customers, dealing with complaints, help passengers establish itineraries and answer general questions related to travel.

* Provide information over the phone, electronically or in person regarding routes, schedules and fares.
* Process passenger flight reservations and issue tickets.
* Assist passengers who have special needs
* Keep accurate customer records.

***Personal Data***



Nationality Languages Marital status Health Status Driving License

Saudi

Arabic (Native) & English

Single

Completely Healthy

Light Vehicles

***REFERENCES***



Available upon request.