**Bassam**

**Email:** **bassam.370379@2freemail.com**

**IT Support / Hardware / Network Professional**

**Objective**

**An enthusiastic network professional with strong desire and determination needed to resolve complex networking issues. Possessing excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments. Great communication skills, and experienced in providing up to date networking consultancy and guidance service to clients. Now looking for a challenging position in networking that makes best use of my skills and experience and also enhance my knowledge and career.**

**Education & Training**

**Bachelor of Computer Application - Calicut University, India. CCNA - Cisco Certified Network Associate**

**MCSE - Microsoft Certified Solution Expert**

**CWNA - Certified Wireless Network Administrator A+ - Computer Hardware**

**N+ - Networking**

**Employment History**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
|  |  |  |
| **Safwan Petroleum Technology, Abu Dhabi, UAE** | **IT Admin** | **Since April 2016** |
|  |  |  |
| **Al Yamin computers, Dubai, UAE** | **IT Engineer** | **Nov 2015 – March 2016** |
|  |  |  |
| **System Link, Bangalore, India** | **IT Hardware & Network Admin** | **Nov 2014 – Nov 2015** |
|  |  |  |
| **J & T Computers, Calicut , India** | **IT Support Engineer** | **Sep 2013 – Aug 2014** |
|  |  |  |

**Key Responsibilities**

**IT Support Engineer with Safwan Petroleum Technology, UAE. Our major clients are ADCO, ADMA & ZADCO.**

**Installation of Operating Systems Windows 7,8, Windows Vista & XP,Linux Responsible for overall day to day management of the firms IT needs**

**Keep Stock all IT accessories.**

**Daily monitoring Network connection and CCTV.**

**Troubleshooting of Hardware Problem of PC, Printers & Scanners Outlook configuration and troubleshooting**

**Configure and Troubleshooting CCTV, Router, Switch and Entire Network system. Configuration, Troubleshooting Router and switch**

**PBX phone configuration, termination and troubleshooting H2S,CO2 sensor maintenance and testing**

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**Bassam CV continues.**

**IT service Engineer at Al Yamin Computers, UAE**

**The position required day-to-day IT Support of all Clients**

**Prepare client’s IT environmental requirement and Design network plan for installation Configuration, installation Troubleshooting-Router, Switch, CCTV and Entire Network Service PC, Laptop, Printer and other hardware**

**Responsible Helping Business development - Marketing**

**Especially service and configuration Access controls and Biomatric system**

**Hindustan Aeronautics Ltd.- HAL Bangalore - as IT Hardware & Network Engineer, on behalf of System Link, Bangalore, India.**

**Responsible for overall day to day management of the firms IT needs Installing and troubleshooting windows xp,7,8,10,win server 2012**

**Installing and maintaining various standard software as per user requirement Implement the policies for the use of the computer system and network.**

**Basic network patching work for data port Maintaining and Troubleshooting LAN**

**Configure proxy security for user internet pc Configure the user pc securities**

**Installed various software packages using Remote Installation Services and manual configuration User administration (setup and maintaining account)**

**Ability to install, configure, administrator & support operating systems**

**Install and Configuring of Local and Network printer and Printer sharing. Remote assistance and help desk support**

**Ensure adequate antivirus protection & solutions are maintained and updated. Installing and maintaining Applications software (IFS & Group wise).**

**IT Support Engineer, J & T Computers, Calicut, India**

**Installation of Operating Systems Windows 7,8, Windows Vista & XP, Linux Troubleshooting of Hardware Problem PC, Printers & Scanners**

**Installing K7 antivirus and Kaspersky antivirus**

**Installation of Server Operating Systems**

**Structured cabling, Design and Termination**

**Design Local Area Network PC Assembling**

**Functional Area**

**IT-Hardware & Networking Engineer Network administrator**

**System administrator**

**Personal Particulars**

**Date of Birth : 28 Jun 1991**

**Marital Status: Single**

**Languages : English/Hindi/Malayalam**

**Nationality : Indian**

**Holding a valid UAE Driving License.**

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