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| |  | | --- | |  |   **Skills**   * Problem-solving skills * An ability to stick to strict deadlines * An ability to prioritize and delegate * Windows and Linux * System backups * System upgrades * Remote access technology * Installation of OS and other applications. * Anti-virus solutions * Windows Server Administration * JavaScript Application Programming * Database and T-SQL * Computer Networking * Mac OS * Assembling and Troubleshooting Desktops and laptops * Network cable patching, Installation of Wi-Fi routers * IP Forwarding proficient     **Education**  2009  The Mombasa Polytechnic University College | Mombasa Kenya  Diploma: Information Technology  2016  Burhaniya Secondary School | Mombasa Kenya  Secondary Education Exam    **Certifications**   * Graphics Design * Advanced Photoshop * Microsoft Certified Professional (MCP) * Windows Server Administration Fundamentals * JavaScript Application Programming * Computer Networking * Databases and T-SQL * Basic Fire Fighting Training * Tropical – Basic Offshore Safety  Induction & Emergency Training (TBOSIET) * Microsoft Certified Solution Developer * Certified Information System Security Professional | |  | | --- | | Fahmi  Email: [fahmi.382923@2freemail.com](mailto:fahmi.382923@2freemail.com)  **Professional Summary**  Dedicated IT professional highly effective at maintaining and installing software and hardware for laptop and desktop computers. Seeks a role offering opportunities for long term professional growth and development.  **Work History**  IT Desktop Support Engineer   * Installation of operating systems, software installation, Printer installation, * Trouble shooting, backup, solving internet & LAN problems etc. solving all types of technical problems related to hardware & Networking. * Install and configure Network printers, Managing files and implementation of data * Assisting in evaluating vendor proposals and preparing technical recommendation on PCs and peripherals * Providing first level support on Business Applications SAP ERP * Ensure the Company HSE Policy provisions are observed in the job functions. * Migrated windows 7 computers to Windows 10 * Installing, Configuring All types of printer & Scanners * Installation and configuration O/S and updates applications, patches, Antivirus etc. * Providing work direction and guidance to General Services providing environmental requirements such as power specification, cooling, space requirements and security systems. * Updating current infrastructure; deploying new equipment. * Provide investigation, diagnosis, resolution and recovery for hardware/software problems. * Installation and troubleshooting IP Phones * Delivered and set up computers, copiers and other ESI-related equipment.   03/2010 - 03/2017  Amwaj Catering Services | Doha, Qatar  Hardware Technician   * Provide support to network printers, software and hardware to 8 locations in Raslaffan Industrial Area. * Monitor and ensure uninterrupted and reliable operation for PBX system. * Perform configuration and installation of software and hardware product used by internal clients. * provide adequate training to internal clients to operate various systems and printers. * Analyze requirement and determine current configuration requirement and prepare specification to facilitate hardware acquisitions. * Design technical packages for site installation and engineering plans and install hardware schedules. * Coordinate with departments and provide consultative services to regional offices of organization. * Evaluate and load all computers with software packages such as operating systems, word processing, or spreadsheet programs. * Installation and Troubleshooting of POS systems.   **Hobbies**   * Reading and learning new technologies * Downloading and testing new software * Swimming & Spa * Playing Football, Bowling, * Watching movies & series |   **PERSONAL DETAILS**  Date of Birth:                 16/09/1988  Sex:                                   Male  Nationality:                    Kenyan  Marital Status:              Married  Language Known:       English, Swahili, Arabic and Hindi |

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