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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**2009The Mombasa Polytechnic University College | Mombasa Kenya Diploma: Information Technology 2016Burhaniya 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
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| Fahmi Email: 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 jobfunctions.
* 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, spacerequirements 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, QatarHardware 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
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**PERSONAL DETAILS**Date of Birth:                 16/09/1988Sex:                                   MaleNationality:                    KenyanMarital Status:              MarriedLanguage Known:       English, Swahili, Arabic and Hindi |

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