AREAS OF EXPERTISE

*Microsoft operating systems MS office 365*

*Computer networks and TCP/IP*

*System administration*

*Project management*

*IT service Management*

*Server Configuration*

*Technical support*

*Network Services Support and*

*Management*

*Security products Preventative maintenance SharePoint Administration Patch Management Supporting desktop systems Microsoft SQL Serve*

*Storage and Backup Solutions*

*MAC OS*

*Microsoft Applications Smartphones & Tablets NOS Patches & Updates Training & Mentoring*

***KHALID***

**IT Manager**

PERSONAL SUMMARY

A multi-skilled IT manager with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, network support, technical support and computer repairs. Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

WORK EXPERIENCE

***Group of Company in Dubai***

**July 2009 - Present**

Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advice. Maintaining desktop applications, local area networks, IT security and telecommunications.

***Duties:***

* Managing a team of administrative & technical staff.
* Strengthening the IT infrastructure through to implementing new technologies.
* Responsible for hardware and software installation, maintenance, and repair.
* Performing routine audits of systems and software. Manage the IT budgets and expenditure on hardware and software.
* Developing & maintaining the company IT systems, software, and databases. Recommending and implementing improvements and efficiencies.
* Reporting to the IT Director & Chief Executive.

PROFESSIONAL

*Microsoft Certified*

*MCSE*

*CCNA*

*Additional Qualifications*

*Courses Certificates in Hardware, MCSE, CCNA, Exchange server, Linux and Pix Firewall. ZOOM TECHNOLOGIES, Hyderabad. 2006*

*HP ProCurve manageable switches.*

*Sonicwall Inc*

* Management of server software and associated backup routines.
* Evaluate, test, advise, train and support I.T. related projects.
* Procurement of IT hardware, software and maintenance products & services.
* Responsible for the recruitment and training of new staff.
* Writing documentation for ICT procedures, security and disaster recovery.
* Maintaining documentation of changes regarding users, functions & systems.
* Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony

***S.S.Lootah IT Solutions – Dubai***

**IT Administrator 2007 – May 2009**

Responsible for supporting the company's SME clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

PERSONAL SKILLS

*Troubleshooting*

*Leadership*

*Time management*

PERSONAL DETAILS

*M: +971504753686*

1. *Khalid-399479@2freemail.com*
2. *Driving license: Yes*

***Duties:***

* Responsible for networking, design, installation, and maintenance services.
* Supporting users and network administrators over the telephone and by email.
* Maintain the companies network infrastructure.
* Networking and providing support for Windows, Macintosh, and Linux issues.
* Configuration and testing of any new hardware and software.
* Travelling to client sites to help with installs, deployment, and troubleshooting.
* Management of the daily data backup and retrieval scheme.
* Installing and operating Windows desktop and server operating systems.
* TCP/IP networking and hardware maintenance and repair.
* Training new employees.
* Assistance with training of staff and compiling procedural documentation.

*Nationality: Sudanese*

*Visa Status: Employment*

* Assisting the network manager with support requests.
* Ensure computer hardware is safe & complies with health and safety legislation.
* Applying patches in accordance with company procedures.

KEY SKILLS AND COMPETENCIES

* Highly organized and disciplined with a passion for Information Technology.
* A positive, high energy team player.
* Knowledge of VBscript, Shell Script, HTML language & Software license control.
* Having a passion for providing excellent customer service.
* Customer focused and keen on exceeding expectations.

ACADEMIC QUALIFICATIONS

BSc (Hons) Computer Science

University Of Gezira 2001 - 2006

Computer Application Diploma: 1998 - 2000

Computer Hall Institute

REFERENCES – Available on request.