


Anas Alrifai'i (Golden Visa)

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Summary

An experienced in technical support, service desks, IT service operation and customer care. A team player, well organized, with good communication skills. Passionate about current and emerging technology – always continuously learning. Fluent in English and Arabic. Seeking opportunities within information technology that focuses on technological expertise and providing best values for customers in a competitive environment.

Experience



System Administrator

Ministry of Education – UAE

Jun 2019 - Present (3 years 11 months)

- Create and manage accounts in Active Directory; adding, modifying, and coordinating migration of user accounts, and Set up clients to Outlook/Exchange server.
- Administrator Azure AD users, groups, and devices, and participate in migration between on-premises and Azure AD through AD connect.
- Worked with Microsoft 365 and office 365, including Teams, SharePoint Online, OneDrive, and Exchange Online.
- Perform automation tasks in PowerShell, Azure CLI -Scripting
- knowledge in Deployment of Virtual Machines to Virtual Networks using Azure portal or PowerShell.



Application Support Specialist

Ministry of Education – UAE

Jan 2019 - Present (4 years 4 months)

Supporting, maintaining and improving applications Used on daily basis by MOE users (Employees, Teachers, Public users), also Providing guidance for users on how to use a vast array of mostly web –based Applications, In addition, support for hardware used by Users such as PC's , Laptops , Printers ,copying machines , SmartBords , all screen casting machines and a lot more .

Job roles and responsibilities:

- Identify, analyze and resolve technical issue, from external clients and internal associates involving customer COTS (common off the shelf) and proprietary software applications.
- Partnering with internal and external associates (system and database Admin, software engineers and quality assurance, and third party vendors etc.)to assist in problem solving .
- Initiating remote sessions and Providing Telephone and desk side technical support for Users. • Testing and implementation of applications images and patches to support the desktop and laptop hardware in line with defined software library.
- Implement bug fixes and patches to both new and legacy parts of the platform.
- Processing all install moves, Add and changes in accordance with assignments.
- Following defined process for incident management, problem management and change management.
- Liaison with software vendors to insure corrective actions or suitable workarounds.
- Monitoring and reporting licensing breaches/threshold related to Software licensing issues.

- Support, Optimization and customization of the MOE Integrated Softwares using core Microsoft Technologies.
- Managing cases, requests and enhancements using Online tools and processes.



Avaya Manager

Ministry of Education – UAE

Jan 2020 - Mar 2022 (2 years 3 months)



Application Support Engineer

Department of Education And Knowledge - ADEK

Sep 2018 - Jan 2019 (5 months)

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Software Support Engineer

Emaar

Oct 2017 - Jul 2018 (10 months)

Initiate the UAT (User acceptance test) and (Roll out) for our applications on the POS (point of sales machines) of our client's tenants, in order to provide the clients (MAF &Emaar) with the daily sales report of the tenant's retails.

Write parsers by using XML and regular expression codes in order to read and handle the required information from the received data.



Technical support \Back Office –Billing analyst Small, Medium and Enterprise Corporations

Etisalat UAE

Jan 2016 - Nov 2016 (11 months)

- # Accounting and verification of services provided to the telecommunications end user
- # Assisting finance in the orderly disbursements of telecommunications accounts.
- # Research and resolve billing Complaints and other miscellaneous toll charges and, monthly recurring and non-recurring charges.
- # Preparing accounting department credit or debit adjustments to accounts as a result of billing Complaints.



Technical Support/customer service specialist – Small , Medium and Enterprise Corporations

Etisalat UAE

Feb 2014 - Jan 2016 (2 years)

- # Explain to business customers the benefits of a certain product.
- # Live support regarding various devices (laptops, smart phones, routers , printers) regarding hardware and software
- # Providing L1,L2 tech support regarding ETISALAT services (Mobile : BB , Iphone , GPRS , Cooperate GPRS ,4G-LTE . Fixed : etisalat's elife , ADSL , DEL and PABX and data links , leased lines.
- # On line troubleshooting , on line reports generating
- # Back end (Back Office) support for billing issues affected by Technical failures.

Education



Balqa Applied University

BS degree, Telecommunications Engineering

2007 - 2013

Telecommunications engineering, or telecoms engineering, is an engineering discipline centered on electrical and computer engineering which seeks to support and enhance telecommunication systems. The work ranges from basic circuit design to strategic mass developments. A telecommunication engineer is responsible for designing and overseeing the installation of telecommunications equipment and facilities, such as complex electronic switching systems, copper wire telephone facilities, optical fiber cabling, IP data systems, and terrestrial radio link systems. Telecommunication engineering also overlaps heavily with broadcast engineering.

Licenses & Certifications



Microsoft Certified: Azure Administrator Associate - Microsoft

Issued Nov 2022 - Expires Nov 2023

Certification number-I486-3696

Skills

Avaya Products • Avaya IP Telephony • Avaya Communication Manager • Service Availability • Call Center Administration • Call Quality • Call Management • Active Directory • Office Administration • Office 365