



Personal details

NAME: Mohamed Kamal Saty Nasour
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Profile Summary

- ❖ 6 years of strong experience in IT Network.
- ❖ Experience in Windows System administration.
- ❖ Hands on experience in Planning, Designing, Implementation and Integration of LAN, Wireless LAN, WAN and Network Security Systems.
- ❖ Excellent analytical and problem solving skills in the area of Routing, Switching, Network Security and Wireless infrastructure.
- ❖ Hands on experience on various products like Cisco Routers & Switches.
- ❖ CCTV – IP camera and time attendance
- ❖ Access control system
- ❖ Point to point antenna installation and implementation.
- ❖ Hands on experience on Windows server 2008, 2012

Academic Profile

- ❖ Bachelor of Computer Science (BSc) Manonmaniam Sundaranar University– India (2010-2013)

Certifications

- ❖ CCNA routing and switching
- ❖ MCSA 2012
- ❖ Basic of hardware and network
- ❖ Surveillance system
- ❖ Diploma of English

Courses

- ❖ CCNA
- ❖ CCNP
- ❖ MCITP
- ❖ ITIL Foundation V3

Work Experience

FIRM:- Alhawami General Maintenance - UAE

Position:- IT Technical Support

Duration:- MAR 2019 TO Present

- ❖ Troubleshooting LAN, WAN and Wireless LAN and various network related issues and implement solutions.
- ❖ CCTV – IP Camera and time attendance
- ❖ Access Points & Controllers and Firewall & Security Appliances .
- ❖ Create solution proposals based on the business requirement and take approval from onsite IT architects.
- ❖ Building configuration, implementation and device hardening.
- ❖ Configuration management using Cisco works and Prime Infrastructure.
- ❖ Manage and own critical customer escalations.
- ❖ Working on ITIL based ticketing systems for the service request, incident, change and problems.
- ❖ Working with various internal teams and vendors to resolve the issues and finding RCA
- ❖ Migration windows 7 , windows 8.1to Windows 10.
- ❖ Deploying windows 10 images to new Desktop PCs by means of Config Manager 2012, MDT 2010 and windows deployment service.
- ❖ Provide technical support either by phone, remote access or site visits as needed
- ❖ Tickets handling related to change Management and Incident Management.
- ❖ VPN and firewall policy troubleshooting.

Company:- Judi For Food Industrials - KSA

Title :- IT Engineer

Duration:- Dec 2014 TO Dec 2017

- ❖ 1st and 2nd line support - troubleshooting of IT related problems from in-house software to hardware, such as Laptops, PCs and Printers.
- ❖ Troubleshoot basic network issues such as ADSL broadband issues.
- ❖ Escalate unresolved calls to the infrastructure support team and Third Party Vendors.
- ❖ Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
- ❖ To maintain a high degree of customer service for all support queries and adheres to all service management principles.
- ❖ Provide basic in-house training in MS Office applications used within the Association (Word, Excel, Outlook, and PowerPoint).
- ❖ To arrange for external technical support where problems cannot be resolved in house (Vendors Support Dell, HP, LENOVO, etc....).
- ❖ Resolution and closure of trouble tickets.
- ❖ Performed Installations, technical support, troubleshooting and maintenance of Computer equipment, install and upgrade software and hardware equipment, Installed, configured and maintained OUTLOOK and Emails, Ethernet networks, add or configured network and local PRINTERS (HP ,KYOCERA,INO,CANON,EPSON).
- ❖ Manage Engine Service Desk PLUS 9.0, Desktop Central.
- ❖ Desktop Central remote tools and SCCM, VNC, TEAMVIEWER, etc. TOOLS

Company:- Systematic electronic - SUDAN

Title :- IT technician

Duration:- OCT 2013 TO OCT 2014

- ❖ Compute and laptops hardware repair and maintenance
- ❖ Installing of OS (WIND 7,8,10,LINUX)and troubleshooting their issues.
- ❖ Installing Apps and software's
- ❖ Keeping the devices up-to-date and free off viruses.
- ❖ Educate End User How to use the Devices and Software in professional manner
- ❖ Assets management computer laptop CCTV IP Cameras printers etc.
- ❖ Installing and Maintaining of Network printer
- ❖ Basics Configuring and designing of network devices and cabling
- ❖ Good of using data entry programs like (MS , SQL)

Personal Information

Name: Mohamed Kamal Saty Nasour

DOB: 1987

Current Address: Abudhabi , UAE

Driving license: UAE driving license

Marital Status: Single

Languages: English, Arabic