

HAJA KUTHBUDEEN

IT SUPPORT ENGINEER



PERSONAL PROFILE

I am 7 years experienced IT Engineer have terrific troubleshooting and good interpersonal skills to assist customers with computer issues. Possesses a thorough knowledge of hardware and software applications. Has a experience in networking and system administrator excellent reputation for resolving problems, improving customer satisfaction and driving overall operational improvements. Consistently saved costs while increasing profits. Also holds **UAE driving license.**

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SKILLS

- Managing office data centre. (Servers windows, Switches, access points and Security systems)
- Microsoft 365 tenant Administration.
- Virtualization using Hyper V, VMware ESXI 7
- Routing And switching And active directory.
- System administrator.
- System design and development.
- Synology active backup Microsoft 365.
- Creating network infrastructure shop drawing using Autocad
- Knowledge of adobe Photoshop and adobe premier
- Installations of operating systems windows, Linux
- Creating wordpress websites
- IT asset management ,ERP administration, active directory and group policy creation and ticketing systems.
- HardWare And software Installation Pc, Laptops, router, access point, lan cable, switch, intercom, time attendance, projector, printer, scanner, security systems ,IP phone and all type of Software.
- Configuring printers such as laser, thermal, etc..
- Providing technical support on-site or via remote access system
- Setup Linux laptops
- knowledge in SQL
- Electronic system maintenance.
- QNAP, Synology servers backup
- Fast learner



WORK EXPERIENCE

IT SUPPORT ENGINEER

**CEVA LOGISTICS FZC | JABEL ALI, DUBAI |
MARCH 2021 - SEPTEMBER 2022**

Responsibilities:

- System management, network support, data backup, system recovery, application support, testing and troubleshooting.
- Maintaining azure AD, exchange, SCCM and other system related issues at the fundamental level, present work reports, analyze and summary said issues
- Creating accounts in Microsoft 365 tenant admin center
- Patching windows on time to prevent security issues.
- Resolve issues for staff via phone, in person, or electronically
- Log bugs and enhancement requests
- Perform hardware and software installations, configurations and updates as needed
- Configuring and supporting Aftx on Linux .
- Providing biometric and access cards support
- Managing Active Directory, Dhcp, Dns, Cisco Dlink HP Ubiquity Switches.
- Establish accounts for new users and assist with password or login problems
- Establish and maintain relationship with technology vendors and consultants like IOS & Android Mobility ,Domains ,DNS ,DHCP ,VPN, Cloud Technologies, IOT.
- Establishing & Maintaining Wan, Lan internet connections
- Providing technical support across the company
- Troubleshoot and resolve all issues related to systems functionality such as laptops printers, antivirus, software, storage, backup, etc.
- Actively monitoring assets serials and staff record.
- Providing Souq WMS and ERP support to end user
- Follow up the tickets raised through Jira and completing the ticket within given SLA.



PROJECTS WORKED BEFORE

- **TADBEER RAK:** Deployed 155 work station, Printers, Scanners, Routers and security systems and server configuration.
- **RAK PRIVACY CENTER:** Deployed 82 network devices. such as routers, access point setup up Switches.
- **SPINNEYS RAK:** Deployed 200 work station. such as routers, access point, switches, security systems and synology.
- **RAK ACADEMY SCHOOL:** Deployed 350 workstation network devices. such as routers, access point and switches and security systems.
- **AL BARJEEL BUILDING, RAK:** Deployed 50 network devices. such as routers, access point and switches and security systems
- **BIN MAJID RESORT, RAK:** Deployed 650 network devices. such as routers, access point, switches and security systems.
- **MANGROVE HOTEL, RAK:** Deployed 480 network devices. such as routers, access point, switches and security systems And Full Set up Server Installation.
- **JANNAH HOTEL, RAK:** Deployed 700 network devices. such as routers, access point and switches and security systems.
- **EGYPTIAN CHURCH, RAK:** Deployed 35 network devices such as routers, access point and switches.
- **QUEEN INN HOTEL:** Deployed 240 network devices. such as routers, access point, switches and full server installation setup.
- **BEAUTY NIGHT, RAK:** Deployed 110 network devices. such as routers, access point, switches and security systems.
- **OASIS HOTEL APARTMENT:** Deployed 232 network devices. such as routers, access point and switches and security systems.



LANGUAGE KNOWN

- **ENGLISH** - Full Professional Proficiency
- **TAMIL** - Native or Bilingual Proficiency
- **MALAYALAM** - Full Professional Proficiency
- **HINDI** - Limited Working Proficiency



DATE OF BIRTH:

02-SEPT-1995



WORK EXPERIENCE

IT ENGINEER

AL SAHIR ELECTRICAL CONTG & CONTROL EQUIPMENT | RAS AL KHAIMAH, UAE | MAY 2016 - JAN 2021

Responsibilities:

- Network engineering and troubleshooting data cabling and systems administration in a variety of software and hardware environments.
- Manage and monitor all installed systems and infrastructure
- Monitoring and maintaining computer systems and networks
- Handle Client Queries Quickly And By Providing Remote Support.
- System Installation Configuration Troubleshooting And Maintenance Of Systems, OS (Server And Client, Domain Controllers And Services Eg..DHCP, DNS Etc.
- Endpoint Security: Anti-Virus, Server Patching.
- Backup: Backup Server, Services And Data Backups And Syncing.
- Commercial IP security system installation, setup, and troubleshooting
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone
- Multiple DVR and associated hardware (work stations, routers, switches) installation and setup
- Troubleshoot hardware and software malfunctions as well as network issues as it relates to the CCTV system
- Providing onsite support to client for security and IT related issues
- Possibly training clients



EDUCATIONS

DIPLOMA IN COMPUTER SCIENCE

AAROORAN POLYTECHNIC COLLEGE, TAMIL NADU, IN | JUNE 2011 - MAY 2014
(Only have completion certificate)



CERTIFICATES

- **GOOGLE IT PROFESSIONAL CERTIFICATE**
- **CCNA (200-301)**
- **FORTINET NSE1 NETWORK SECURITY ASSOCIATE**
- **MICROSOFT AZURE FUNDAMENTALS (SKILLUP)**
- **INTRODUCTION TO CYBERSECURITY by Cisco**
- **INTRODUCTION IOT (SKILLUP)**
- **AUTOCAD**