AHMAD TAHER

NETWORK & DATABASE MANAGEMENT ENGINEER

Profile

NETWORK ADMINISTRATOR / NETWORK SUPPORT / HELP DESK ANALYST

Solutions-oriented IT Professional with proven success designing, implementing and integrating cost-effective, high-performance technical solutions to meet challenging business needs. Solid knowledge of LAN/WAN network administration and support under Windows 7 / 10 environments. Proven expertise in supporting and troubleshooting hardware, software and networking issues. Demonstrated ability to satisfy users through analysis and problem resolution. Recognized as the "go-to- person" for immediate resolution to technical issues. Organized, able to plan and oversee projects from conception to successful conclusions. Outstanding communication skills; interfaces effectively with upper management, vendors, staff, and users. Strong technical background with a solid history of delivering outstanding customer service.

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of user service.

Education

Computer Science, Al Zaytoona University
Jordan - Amman | 1995 - 1999

Cisco Certified Network Associate — CCNA
2007 - 2007

Microsoft Certified System Eng. (MCSE) MS Windows server 2003
2007 - 2020

Microsoft Certified Database Administrator on MS SQL server 2000
2007 - 2020

Microsoft Certified Database Administrator on MS Windows server 2003
2007 - 2020

Microsoft Certified Desktop Support Technician since 2007
2007 - 2020

Microsoft Certified Professional certified since 2007
2007 - 2020

INFO

ADDRESS
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0555533984

EMAIL
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BIRTH DATE
28th June 1972

NATIONALITY
Jordan

DRIVING LICENSE
UAE and Jordan

SKILLS

ABILITY TO DETERMINE WORKING METHODS WITH ESTABLISHED PROCEDURES AND PROGRAMS.

ABILITY TO WORK IN MULTI-NATIONAL WORKING ENVIRONMENT.

ADHERES TO COMPANY, INTERNATIONAL AND PROFESSIONAL STANDARDS.

LANGUAGES

ARABIC

ENGLISH

Employment History

Computer Engineer, Fugro Survey Middle East
Abu Dhabi | 2003 April - Present

· Involved in network maintenance, installation and upgrading of software required for office computers and offshore survey vessels.

· Monitoring office and vessels networking and troubleshooting (Help Desk) as and when required.

· Provide Geotechnical vessels with the necessary computer software for navigation.

· Managing inventory of technical assets .

· Auditing all incoming desktops and laptops, including damage inspection, complete hardware reformatting and troubleshooting, reconditioning and hardware/software installation and upgrade.

· Providing 1st line technical support, answering support queries via phone & email.

· To log & priorities system & user support calls for the second line support team. Carrying out user administration and set up.

· Recording and auctioning faults as reported on: PC's, servers, laptops and mobiles. Determining the nature of faults and the steps required to rectify it.

· Creating and maintaining email profiles for users.

· Closing the job when normal service is resumed.

· Writing progress and statistical reports for supervisors and managers.

· Using remote control software tools to provide fault resolution and diagnosis.

· Creating and administrating Microsoft Exchange email accounts. Document and maintain Help Desk policies and procedures.

· The update and maintenance of the IT service desk authorized user's database.

· Train and supervise other support engineering staff.

· Track, monitor and report on all Help Desk incidents within defined customer service levels.

· KEY SKILLS AND COMPETENCIES Proficiency in the troubleshooting and resolution of all client queries.

· Good problem solving skills along with the ability to maintain calm under pressure.

Network Engineer, Royal Jordanian Air force Headquarters
Jordan - Amman | 1991 November - 2003 February

I worked at the Royal Jordanian Air force Headquarters – Jordan as PC user, Database user, PC Maintenance Officer, and Network Engineer.

I was involved in activities ranging from Telecommunication Techniques to networking and database management.

Courses

Office Course (78) hours 2003 Ministry of Education

Microsoft Network 2000 –Computer Way institute – Jordan 2002

Microsoft Server 2000

Microsoft Professional 2000

Microsoft Implementing ISA2000

Computer Maintenance

Oracle 9i Development track 18Feb. -27 March 2002

Introduction to Oracle9i

Oracle Forms 6i A

Oracle Forms 6i B

Oracle PL/SQL

Oracle Reports 6i

Advanced AutoCAD + 3D Max

AutoCAD 14 – 2000

High Reliability Interconnection Technology - Royal Air force 1995