

# DAVID JOSEPH

IT Service Management +  
Troubleshooting & Maintenance +  
Consulting

Dubai, UAE

**Mobile:**  
+971 50 1681687

**Email:**  
dvd.david@gmail.com

**Linkedin:**  
[www.linkedin.com/in/davidj1](http://www.linkedin.com/in/davidj1)

## PERSONAL INFORMATION

**Marital Status:** Married

**Nationality:** Indian

**Languages:** English, Hindi,  
Arabic

## SKILLS SUMMARY

Team Administration  
Project Management  
Effective Communicator  
Root Cause Analysis  
Installation and Commissioning  
Technical Troubleshooting  
Vendor Management  
Client Management  
Procurement  
Infrastructure Evaluation  
End User Support

## EDUCATION

**London Metropolitan  
University, UK**  
BSc in Computing &  
Information Systems

## CERTIFICATIONS

Microsoft Azure Administrator  
AZ-104 (In progress)  
Azure Fundamentals AZ-900  
(Nov 2022)  
CCNP – Routing (Oct 2017)  
VMware Certified Associate 6  
Data Center Virtualization  
(Aug 2017)  
Microsoft Systems Center  
Configuration Manager (Feb  
2012)  
ITIL V3 (Feb 2011)

## EXECUTIVE PROFILE

An IT professional with 10+ years of experience in providing technical support in the areas of communication software, test tools, and capacity planning as required. Acknowledged for expertise in project management and transformation, proposal, bid and tender management, risk management, contingency planning and business continuity initiatives. Played a key role in rendering IT advisory and leading business transformation across the banking, maritime and leisure sectors in the UAE.

## FUNCTIONAL EXPERIENCE

- Experienced in Project Management
- Knowledgeable on manifold IT systems, software, applications, hardware's and skilled in designing of new systems and applications.
- End to end experience in end user support management.

## WORK EXPERIENCE

**IT Support Analyst**

**April 2020 – September 2023**

**Emirates NBD, UAE**

### Achievements:

- Implemented Safecom printing solution to all sites thereby centralizing printing & saving on printing costs
- Deployed Bitlocker encryption on all machines thereby enhancing data security.
- Successfully conducted Testing & Deployment of Windows 10 throughout the organization
- Consistently earned 100% issue-resolution scores by providing excellent service to internal and external customers
- Played a key role in the creation and maintenance of the Knowledge Management System to ensure sharing of knowledge and best practices

### Key Responsibilities:

- Serving as the key escalation point for troubleshooting advanced network/systems issues.
- Management, configuration & monitoring of Virtualization Environment (VMware)
- Effectively coordinating with service desk and vendors, tracking work pending and monitoring the status of service requests to cater to the SLA and avoid escalations.
- Administration of Cisco Switches & Wireless Access Points.
- Setup, Configuration & Monitoring of APC UPS (3000 VA, 1000 VA, 750 VA).
- Setup, Configuration of Access Card Readers (AC2000) & CCTV Systems (Axis).
- Configuration of NAS devices for centralized storage & backup (Veeam)
- Administration of Service desk (Ticket logging software).
- Azure AD & Mailbox management, MFA Reset
- Setup & troubleshooting laptops, printers, peripherals, telephone systems and cellular devices.
- Managing the team and providing direction to team members
- Liaising across departments, vendors, and suppliers to determine user requirements, executing projects, setting service standards, and ensuring quality of performance and users satisfaction.
- Rendering analytical support on key metrics, project milestones, and departmental priorities.

**Achievements:**

- Effectively trained new Joiners on IT processes & procedures.
- Established a Knowledge Management System to ensure sharing of knowledge and a repository for future reference.

**Key Responsibilities:**

- Diagnosed and resolved a variety of technical issues.
- Managed end to end IT periphery ranging from desktops, printers, peripherals, telephone systems, and cellular devices.
- Performed preventive checks on equipment, infrastructure and connectivity.
- Created, maintained and updated asset lists, serving as the custodian of most IT assets.
- Undertook small to medium-sized IT projects as instructed by the IT Manager on an ad-hoc basis.
- Setup and configuring new laptops and desktops.
- Microsoft SCCM Administration, Patch Management, OS Deployments.
- Assisted staff with the installation, configuration, troubleshooting and on-going usability of computers, printers, telephones, peripheral equipment and software.
- Worked with procurement staff to purchase hardware and software, led negotiations and procured the best equipment at equitable rates.
- Planned and negotiated annual maintenance contracts with vendors and monitored the quality of service provided.