



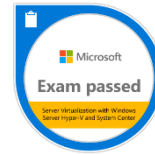
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Microsoft Certified Professional Transcript



To obtain a new opportunity in a position where I can utilize my skills and abilities to their fullest potential point and most of all to enhance my status and improve my capabilities.

EMPLOYMENT

- **IT Support Engineer**
- **Electronic Government Authority.** *Ras Al Khaimah*

Nov 2018 Up to Date



- Research and identify solutions to software and hardware issues
- Monitor and respond quickly to incoming requests relate to IT issues.
- IT Support Request Protocol for help desktop ticketing system email and call .
- Understanding and appreciation for information security within systems and user devices
- Installing and configuring computer hardware operating systems and applications.
- Configure network windows servers' 2012 /2008/2003 and trained local administrators on standard network server procedures.
- Monitoring and maintaining computer systems and networks.
- Monitoring VM Ware Server and Server Hyper-V.
- Talking staff through a series of actions, either face to face or over the telephone to help Setup systems or resolve issues.
- Research and resolve problems on Desktop and LAN, including IP resolution, cabling problems, and peripheral malfunctions and configure for TCP/IP network, including DHCP, DNS settings.
- Troubleshooting system, network, servers, printers, computer workstations, etc. problems and diagnosing and solving hardware or software faults.
- Work in Servers and Blades and SAN storage Dell, HP and Maintaining the server back-up.
- Providing support, including procedural documentation and relevant reports. Following diagrams and written instructions to repair a fault or set up a system.
- Office 365 and Exchange server configuration with outlook and support.
- Setting up new users' accounts and profiles and dealing with Active Director and login issues.
- Responding within agreed time limits to call-outs. Communication Equipment Replacing parts as required.
- Research and resolve problems on MAC and troubleshooting.
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with customers and other professionals, e.g. software developers.
- Installing printer driver with scan to the file share profile.

- **IT Support Engineer**
- **DEC Dynamic Engineering Consultation,** *Dubai*

June 2016 Up to July 2018



- Provided computer help desk support and technical training on hardware/software to end-users.
- Install Windows 10 Desktop operating system and configure for TCP/IP network, including DHCP, WINS and DNS settings.
- Configure network windows servers 2008/2003 and trained local administrators on standard network server procedures, including virus protection and other security measures.
- Experienced in CCTV Cameras Installation and Configuration in Security & Communication Equipment.

- Research and resolve problems on Desktop and LAN, including IP resolution, cabling problems, and peripheral malfunctions.
- Operate and maintain Company's LAN network with the highest KPIs figures.
- Develop practical manual or automated procedures to solve complex problems.
- Prepare detailed specifications for programs, analyses and revise existing system logic deficiencies, oversee all phases of the technical system design.
- Supervise all Hardware corrective and preventive maintenance activities.
- Prepare proposals and present plans to higher management officials.
- Report and prepare for approvals and related issues.
- Plan, implement and test contingency plans for various telecommunication / transmission environments.
- Participate in the development of requisitions, bids, specifications, and evaluation of contracts for equipment and services.
- Manage local area network, servers, and communications connections to remote locations.
- Install, diagnose, repair, and upgrade computer systems and software.
- Proactively manage projects by preparing and presenting proposals, writing statements of work, and building client relationships.

- **IT Support Engineer**

- **Alhaiinvestment Group LLC, Dubai**

January 2012 to June 2016



- Provided computer help desk support and technical training on hardware/software to end-users.
- Install Windows 10 Desktop operating system and configure for TCP/IP network, including DHCP, WINS and DNS settings.
- Configure network windows servers 2008/2003 and trained local administrators on standard network server procedures, including virus protection and other security measures.
- Experienced in CCTV Cameras Installation and Configuration in Security & Communication Equipment.
- Research and resolve problems on Desktop and LAN, including IP resolution, cabling problems, and peripheral malfunctions.
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- Install, diagnose, repair, and upgrade computer systems and software.
- Proactively manage projects by preparing and presenting proposals, writing statements of work, and building client relationships.

- **IT Project Engineer**

- **IBT Evolve, Dubai**

February 2010 to -October 2012



- Maintenance all PCs of the military base.
- Establishing and controlling the network of the military base.
- Provided computer help desk support and technical training on hardware/software to end-users.
- Configuring and administrating the data centre of military base.
- Added and removed users, workstations, and distribution groups within Active Directory to ensure institute security and asset handling.
- Installing the oracle database and configuring the users.
- Designing and creating Accountant oracle forms
- Creating reports by the oracle report builder.
- Maintaining the oracle database of the financial department (Salaries. Allowances and the closing financial year).
- Controlling the surveillance security cameras on the military base.

- The technical support for the control room of the operations.

- **IT Support Engineer**

- **Al Baraha Medical Center, Sudan**

November 2007 to March 2009



- Installing windows for laptops and computers.
- Managed vendors and coordinated a global team.
- Managed systems configuration and maintenance, problem troubleshooting, planning and directing upgrades, and testing operations to ensure optimum system functionality.
- Revamped internal processes and procedures after an intensive audit of call-management protocols, staff operations, incident reporting, escalation measurements, and key performance indicators.
- Authored standard practices, testing requirements, troubleshooting guides and Method of Procedures for control center operations, maintained responsibility for systems administration.
- Coordinated trouble resolution with other service providers in order to minimize customer (and non- customer) affecting downtime.
- Ensured customer care was promptly notified while ensuring resolution and/or proper handoff to team members.
- Maintained the documentation, trouble reports and serviceability of all networking hardware and software involved in keeping all systems performing up to service level agreements.
- Delivered final product on time meeting client specifications.
- Inspected areas daily and reported repairs needed.
- Performed routine maintenance and user file backups.
- Provided maintenance, installation and configuration of network and workstation hardware and software.
- Provided technical support for specialized hardware and software systems used in the medical industry.
- Interacted with other departments in creating procedural methods to solve technical issues.

Educational and Courses

- **Microsoft Certified Professional ([MCSA](#))** at Gateway
- **Cisco Certified Network Associate ([CCNA](#))** at Gateway.
- **Cisco Certified Network Associate ([CCNA+SECURITY](#))** at Gateway.
- **Computer Network Administration**, at Sudatel Telecommunications Academy
- **Networking Course ([Hardware and Software](#))**, at Photon Technical Centre
- **Training, Security & Communication Equipment** at SCE
- **ACT ([CCNA](#))**
- **Information Technology ([Higher diploma 3 years](#))** at University of National Ribat

Certificate

- ([MCP](#)) Microsoft® Certified Professional (Windows Server 2003).
- ([MCSA](#)) Microsoft® Certified Systems Administrator on Microsoft Windows Server 2003.
- ([MCTS](#)) Windows Vista, Configuration.
- ([MCTS](#)) internet security and Acceleration Server 2006 (ISA).
- ([MCTS](#)) Server 2008 Applications Infrastructure, Configuration.
- ([MCITP](#)) Microsoft® Certified IT Professional 2008.
- ([MCITP](#)) Enterprise Administrator Windows Server 2008.
- ([Hyper-V](#)) Microsoft Specialist: Server Virtualization with Windows Server Hyper-V and System Center.

Skills

- Time management, Team leader and Organized interpersonal.
- Professional in Browsing and cleaning Viruses and Trojans.
- Solid practical knowledge of Computer Networks, Design, Implementation and Trouble Shooting, active and passive components.
- Install and configure the customer hardware to meet the requirement.
- Managed installation, configuration and administration of Cisco equipment in IT architecture of organization.
- Configured LAN/WAN elements and held responsibility of maintaining and monitoring performance of network.
- Working on AVAYA Sys, for Call Center.
- Support and configuration for wide area network solutions to Connect distributed systems.
- Working on Win 2003 server, win 2008 server, Red Hat Linux, UBUNTU and Excellent in Microsoft Office applications.
- Perform troubleshooting analysis of servers, workstations and associated systems.
- planning and implementation of voice, data, and video and wireless network services
- Solid practical knowledge of computer and accessories maintenance and trouble- shooting.
- Good skills in Costumer Service Support.

Abilities

- Flexibility and the ability to work under pressure and meet deadlines.
- I have a full experience in learning and excelling at new technologies.
- Working effectively both independently and as a team member.
- Good communication skills and co-operative.
- Able to operate in different work conditions such as on-site, off site.
- Open to change (positive or negative) and to considerable variety in the workplace.

Personal Details

- Date of Birth : September27TH1982, Sudan
- Nationality : Sudanese
- Religion : Islam
- Marital Status : Married
- Languages : Arabic as Mother Tongue, English
- Driving License : Yes

Preferences

Available Upon Request.