





# Khalifa Ageed

## IT Support Specialist

 Dubai, United Arab Emirates

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## Profile :

Senior IT Support Specialist with 6 years Experiences in managing and Troubleshooting technology systems, A strong IT background and efficient problem solving skills, professional in installing and managing computer systems and networks , Excellent skills in Leadership, team player and communication.

## Technical Skills

- Troubleshooting and problem - solving
- Network Administration
- Operation System installation and configuration
- Software and Hardware Maintenance
- Technical Documentation
- Active Directory Management
- Cloud Computing

## work History:

### TADBEER / IT Support Specialist

Oct 2021 - Jan 2024, UAE

- Diagnosing and resolving technical issues reported by end-users, such as hardware problems, software glitches, network connectivity issues, or email-related problems.
- Installing, configuring, and maintaining computer hardware components like desktops, laptops, servers, printers, and other peripheral devices.
- Assisting with software installation, updates, and troubleshooting problems related to operating systems, applications, and software utilities
- Configuring and troubleshooting network devices, including routers, switches, firewalls, and ensuring network connectivity.
- Implementing and maintaining security measures, such as antivirus software, firewalls, and user access controls, to protect the organization's data and network.
- Participating in or leading IT projects, such as system upgrades, migrations, and deployments.

### Abu Dhabi Ports / IT Support specialist / IT Help Desk

sep 2020 - oct 2021, UAE

- Providing training and guidance to end-users on how to use software applications and hardware devices effectively.
- Keeping records of support requests, solutions, and maintenance procedures for future reference.
- Providing excellent customer service, understanding end-users' needs and concerns, and offering clear and concise solutions.
- Ensuring that all software applications and operating systems are up-to-date with the latest patches and security updates
- keep computer systems running smoothly and ensure users get the maximum benefit from them .

## **Al-Mustafa Medical City / Assistant IT Specialist**

Jun -2016 -April- 2020, sudan

- install and configure computer hardware operating systems and applications monitor and maintain computer systems and networks
- talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- General Networking (TCP/IP, OSI Model, Subnetting, common IP protocols like DNS, NTP, ICMP, IPv4, IPv6.
- network equipment including routers, proxy servers, switches, WAN accelerators, DNS, VPN and DHCP.
- Working technical knowledge of network control protocols (PoE, NTP, DHCP), network management protocols (CDP, FTP, TFTP, SNMP) and security protocols (SSH, HTTPS, AAA, IPsec, Tastes)

## **Education:**

### **Sudan University Of science & Technology**

2016 , Sudan

Electronics Engineering Graduate , Specialization In Computer Engineering

## **Soft Skills :**

- Excellent communication, presentation and interpersonal Skills.
- Able to work on my initiative or as part of a team
- Excellent report writing skills.
- Strategic problem solving & planning skills
- Work under pressure
- Customer support

## **Language:**

- Arabic - Native
- English - Professional

## **Courses & certificates :**

- ICDL
- Network+
- CCNA 200- 301
- MCSA2016
- Security -Termination
- Sudan Engineering Council (Electronics Engineer )