



Salah Mubarak Salih

- IT Technical Support Analyst
- IT Operations and infrastructure support for Network

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References: are available
upon request.

PROFILE SUMMARY

Hands on experience in Planning, Designing, Implementation and Integration of LAN, Wireless LAN, WAN and Network Security Systems.

Excellent analytical and problem solving skills in the area of Routing, Switching, Network Security and Wireless infrastructure.

Hands on experience on various products like Cisco Routers & Switches

EXPERIENCE

January 2019 – March 2021

AI AIN CENTER FOR CARE AND REHABILITATION DISABLED , UAE

IT Administrator

- > Training Teachers in order to use the Software (FOCUS, ODDOO, Video Share, and Microsoft teams) In efficient manner
- > Teaching Children with special needs computer basics .
- > Migration windows 7 , windows 8.1 to Windows 10.
- > CCTV system support
- > Serve as the first point of contact for walk-in customers seeking Technical assistance.
- > Analyze and resolve end user hardware and software computer problems in a timely fashion.
- > Troubleshoot hardware and software issues in person, remotely and via phone.
- > Offer daily IT operations and systems support to users.
- > Properly escalating unresolved queries to the next level of support.
- > Follow-up and update customer status and information
- > Verify functionality of hardware and software components.
- > Administer and support network operations.
- > Coordinate and following up resolution for open/pending incidents
- > Working based on ITIL policy for service request , incidents and problem management
- > Using manage engine Service Desk
- > Ensure proper recording, documentation and closure.
- > Assets management for Laptops , access points server room (IDF and MDF)
- > Communicate with vendor like Ensure for future Assistance

January 2016 – April 2017

KUSHITE INTEGRATED COMPANY, Khartoum Sudan

IT Technical Support

- > Governmental nationality and Identity operation system administration and support
- > Regular field inspection and maintenance of Servers of different branches
- > Establishment of new networks.
- > CCTV system installment
- > Migration windows 7 , windows 8.1 to Windows 10.

- > Analyze and resolve end user hardware and software computer problems in a timely fashion.
- > Troubleshoot hardware and software issues in person, remotely and via phone.
- > Offer daily IT operations and systems support to users.
- > Properly escalating unresolved queries to the next level of support.
- > Follow-up and update customer status and information
- > Verify functionality of hardware and software components.
- > Administer and support network operations.
- > Coordinate and following up resolution for open/pending incidents
- > Using manage engine Service Desk
- > Ensure proper recording, documentation and closure.
- > Assets management for Laptops , access points server room (IDF and MDF)

July 2017 – October 2017

Etisalat , UAE

Trainee

- > Diploma in Maintenance of Fiber cable ,joint box , splitter fiber , fiber stages from OLT to ONT

EDUCATION

2013-2016

- ❖ Bachelor of computer application Osmania University, India

Certifications

- ❖ Diploma in Hardware(A+) FROM Beder Institute of information Technology .
- ❖ Diploma in (N+ and MCSE) from Beder Institute of information and Technology
- ❖ CCNA Routing and Switching
- ❖ ITIL Foundation V3
- ❖ Basic of hardware and Network.

Skills

- ❖ Excellent communication skills
- ❖ Ability to work as team leader and team player
- ❖ Ability to work under pressure and handle work duties professionally
- ❖ Excellent time Management skills
- ❖ Professional planning and administration strategies.
- ❖ Creative and innovativeness
- ❖ Friendly and responsible
- ❖ Diploma in (N+ and MCSE) from Beder Institute of information and Technology
- ❖ CCNA Routing and Switching

Languages

- ❖ Arabic (Native)
- ❖ English
- ❖ Urdu