



Ebran Ansari

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Summary/Objective -----

Over 8 years of experience in Information Technology, including 7 years of expertise in Service. In-Depth knowledge of IT Problem Management, Configuration Management, Service Catalog, Reporting, Discovery and Integrations. Experience in installation and configuring of different modules of Service Now. Good Knowledge about printers, scanners CCTV cameras, outlook configuration and take file backup.

Key skills -----

- Certified in Cisco CCNA Routing and Switching
- Computers and Network device installation and configuration
- Computers and Network device troubleshooting and timely resolution of end-user issues
- Complex problem solving

- **Technical Skills:**
- Proficient in Windows 10, Outlook, Exchange, and Active Directory.
- Hands-on experience with printers and IP phones.
- Proficient in Microsoft Windows, macOS, and desktop support.
- Troubleshooting browser and application issues.
- Troubleshooting end-user devices such as printers and scanners
- Knowledgeable in audio and video systems such as projectors and mixers.

Work history -----

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IT Administrator

June 2022-Till Date

Roles and Responsibilities

- Daily routine check-up, monitoring, and maintenance of network/system devices across multiple locations.
- Installation, Configuration, and Implementation of end user and network/system devices with a focus on security controls.
- Performing scheduled backups of Servers, Storage, Telephony systems, CCTV systems, and ensuring secure off site storage.
- Creation, Configuration, Management, and Maintenance of User Profiles, User Groups, Group Policies, Email, Folder Access, Permissions, etc.
- Installation, Configuration, and Implementation of endpoint protection on servers, client PCs, and mobile device management.
- Maintenance and monitoring of servers, network/system devices (firewalls, routers, switches, etc.).
- Coordinating with support vendors for new installations and implementations in accordance with company policies.
- Collaborating with support vendors for timely support and assistance to prevent unexpected issues.
- Monitoring, preparing, and updating Software Installation Documents and Network Diagrams periodically.
- Managing and maintaining log files for network/system devices, servers, etc., in compliance with company policies.
- Remote problem-solving and Help desk Management, including timely acknowledgment and closure of Call Requests.
- Installation and Troubleshooting of Computers, Printers, Scanners, Network/system devices, etc.
- Conducting periodic maintenance of Computers, Printers, Scanners, Network/system devices, etc., following company policies.
- Periodic visits to branches to provide IT support and resolve issues for end users.
- IT Asset management and maintenance to ensure accurate logs and records.
- Conducting training sessions and workshops on IT systems and security processes.

Etisalat

Sept 2021-31st March

IT and Desktop Support Engineer

Roles and Responsibilities

- Server handling.
- Website handling.
- Email creation and handling.

Etisalat Jan 2021-Sept 2021 Field Engineer Roles and Responsibilities

- Resolve, repair and install fiber optics systems and ensure that they work properly
- Examine and replace faulty and old fiber optic cables and also organize scheduled maintenance routines.
- Take care of fiber splicing and rectify fiber optic problem areas
- Execute premises cabling and take care of the underground and underwater cabling requirements.
- FDH up-lifting and snag clearing.
- Labeling and maintaining both indoor and outdoor FDH.
- Fiber Splicing and cable routing.
- Installation of Wireless camera
- Router configuration
- Home zone setup
- Make access point, network setup.

Nigar Technical Solutions

Aug 2018-July 2020

Networking Site Engineer

GMP Technology Solutions

Aug 2011-Aug 2015

Roles and Responsibilities

- To diagnose and resolve software and hardware incidents windows operating system and across a range of software application.
- To assist all users with login IT related incident.
- To accurately record, update and documents requesting using the IT service desk system.
- To install and configure new IT equipment.
- To resolves incidents and upgrade different types of software and hardware.
- To handle all the desktop projects from time to time and complete them in a timely manner.
- To resolve incidents with printers, copies and scanners.
- Server rack management.
- Outlook installation.
- System hardware troubleshooting.
- CCTV camera installations.
- Software and hardware configuration.
- Printer installations and troubleshooting.
- Fire alarm system monitoring and Installation

Qualifications -----

- B-Tech In ECE Lords Institute of Engineering and Technology 2018 62 %
- Diploma In Mechatronics Advanced Technical Training Centre 2011 63 %
- S.S.C.Govt Secondary School Rangpo 2008 50%

Personal Dossier -----

Date of Birth	: 28 April 1990
Nationality	: Indian
Marital Status	: Married
Language known	: English, Hindi, Nepali
Visa Status	: Employment visa with NOC

Declaration -----

I hereby declare that the above information is correct to the best of my knowledge and I bear the full responsibility for the correctness of the abovementioned particulars.

Date:

Place: UAE

(Ebran Ansari)