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Career Objective

A challenging career opportunity in the field of Information Technology where my experience, Courses, Training, interpersonal skills can be applied and further enhanced in IT Support role.

Career related Experience

1st Jan2024- Jun2024 – **OFFICE 365 AZURE MIGRATION PROJECT |MIDIS GROUP | Dubai |UAE**

- Install, configure, and maintain DLP Microsoft software to prevent unauthorized data exfiltration.
- Migrated Exchange on-premises to Office 365 with Teams-for-Business for approximately 6,500 users in an extended hybrid migration
- Utilize Jamf Pro, Apple Configurator, and iPad deployment techniques to manage the existing and growing inventory of MacOS and IOS devices and complete full enrollment for Jamf
- Maintain accurate inventory of computers and iPads
- Install, configure, and maintain macOS operating systems and software applications
- Microsoft 365 Security and Compliance : Intune, MDM, Microsoft Purview
- Endpoint Security: Antimalware Systems
- Implement and maintain security policies and compliance measures.
- Manage user accounts, permissions, and licenses.
- Backup and Recovery: Monitoring and Fixing Backup Jobs
- Assigned user licenses for Office 365 and Teams-for-Business E5 ,M5
- Created cutover migration batch, migrated mailboxes, and then verified the migration collaborate with other IT teams on security initiatives.
- Responsible for performance and ensuring any issues were fully resolved.
- Configured desktop computers for Office 365, Outlook, and Teams-for-Business
- Responsible for support training of The Service Desk.
- Create asset *records* and barcode tags for facilitate efficient *asset* tracking and *management*. Evaluating Existing *Asset*
- Generate documentation records and updates for the Project Manager

May-2020 – Dec2023 IT System Support |ENBD Bank | Dubai |UAE.

- Deliver VIP Customer experience to the highest standards, aligned to the company values and actively contribute to the smooth running of the IT processes and procedures, provide day- to – day support on

- A variety of technology issues covering problem isolation and resolution of all end user IT related matters.
- Utilize Jamf Pro, Apple Configurator, and iPad deployment techniques to manage the existing and growing inventory of MacOS and IOS devices
- Maintain accurate inventory of computers and ipads
- Install, configure, and maintain macOS operating systems and software applications
- Monitor system performance and ensure optimal operation of Office 365 environment.
- Manage user accounts, permissions, and licenses.
- work with International Clients and Support a wide range of IT Services - from Servers to Endpoints, Security, Compliance, Network, Cloud Services
- Troubleshoot and resolve issues related to Office 365 services.
- Collaborate with cross-functional teams to design and implement network solutions that meet business requirements and security standards.
- Maintain and support for Mac and IOS devices.
- Manage help desk software or ticket system.
- Provide help regarding the company product or services.
- Stay up to date with updates, changes within the company.
- Provide technical assistance with computer hardware and software.
- Log bugs and enhancement requests
- Perform hardware and software installations, configurations, Troubleshooting and managing network issues and updates as needed.
- Create and maintain tips and tricks solutions for online database and web site.
- Manage user accounts, licenses, and permissions in Office 365 Security
- Configure and maintain Exchange Online, including mailbox management, distribution groups.
- Configure and manage Microsoft Teams, including user provisioning and channel management.

2017 – Aug 2019

- **Technical support, IT help desk | Vodafone| Qatar | Doha**

  Provided technical support to callers by researching and answering communications questions, resolving problems, providing resources.
  Duties and Responsibilities:

  - ✓ **Resolved issues by researching documentation; troubleshooting hardware, software, guiding client through corrective steps; escalating problems to second level; tracked status of problems and solutions.**
  - ✓ **Established service by walking callers through new installations and configurations.**
  - ✓ **Improved caller capabilities by providing additional documentation; recommending training courses.**
  - ✓ **Maintained help desk database by entering caller statistics, inquiries, and responses.**
  - ✓ **Improved help desk results by recommending changes in information and processing.**
  - ✓ **Updated job knowledge by tracking and understanding emerging practices and standards; participated in educational opportunities; reading professional**

publications; maintaining personal networks; participating in professional organizations.

2011 - 2017
- **IT Support | Jawwal Alkahir | Qatar | Doha**
  Support and maintenance of computer Hardware and Software in addition to supporting all mobile devices Software and small networks systems, customer service assistance, Provided level 1 and 2 technical supports for users. Ensured quick resolution of user concerns and escalated more complicated issues to helpdesk managers.
  Duties and Responsibilities:

  - ✓ **Provided level 2 IT support to non-technical personnel.**
  - ✓ **Managed call flow and responded to technical support needs of customers.**
  - ✓ **Resolved customer issues in a clear, courteous and straightforward manner.**
  - ✓ **Always demonstrated professionalism and courtesy with customers.**
  - ✓ **Identified and solved technical issues with a variety of diagnostic tools.**
  - ✓ **Created cases and followed up with clients to ensure optimal customer satisfaction.**
  - ✓ **Conducted research to address customer concerns.**
  - ✓ **Remained up to date on the latest technologies and solutions applicable to company products.**
  - ✓ **Provided coaching and consultation to level 1 agent and new hire**

Area of Expertise

- **Network Support**
- **Computer Installation /Setup /DSL /Broadband/ Wireless Routers, switches, servers, Printers, scanner, fiber optics system**
- **Citrix and xen desktop**
- **Identity**
- **office 365 security**
- **Intune**
- **JAMF PRO**
- **BMC Remedy**
- **Aruba Central**
- **Azure**
- **Exchange**
- **MFA, RSA Access Control**

- **Office 365 administration**
- **SharePoint**
- **Symantec DLP**
- **Defender**
- **Zscaler**
- **DLP**
- **VIP Support**
- **windows server**
- **ITIL**
- **HP Service Manager**
- **System Center Configuration Manager**
- **Cisco operating systems**
- **Mac OS, Linux**
- **IOS, android**
- **AIRWATCH MDM**

volunteering

2018
- **World cup 2022 organizer | Supreme Committee for Delivery & Legacy | Qatar**

2021
- **Amazon AWS Community Builders | Worldwide Cloud Community**

Courses & Certificates

2023	• **Apple Mac OS and IOS System Administration**
	• **Oracle OCI Foundation**
	• **Foundation of Project Management	Coventry University	London**
2020	• **IT for business success	HP**
2017	• **Intel certified Retail associate**
2018	• **The Internet of Things	Kings college	London**
2014	• **CCNA. Cisco network associate**
2014	• **MCSA Microsoft server associate**
2014	• **Microsoft specialist Server Virtualization with Hyper-V and System Center**
2014	• **Egypt telecom certificate in modern fiber optic network systems**
	• **Comptia Network +**
	• **A+ Comptia IT certification**
	• **ITIL V3**

Languages:

Arabic : Mother Tongue
English: Fluent

Membership:

Irish Computer Society, UK
BCS The Charted Institute for IT , UK