



SALEEM MOHAMMED HUSSAIN

Technical Support Specialist

Abu Dhabi, United Arab Emirates
+971 568253557

saleembsc87@gmail.com

CAREER OBJECTIVE

An Technical Support Specialist having more than 6+ years of professional experience with a proven track record in IT Engineering Industry. Looking to secure a challenging position to utilize and expand my knowledge and skills, while making a significant contribution to the growth of the company.

WORK EXPERIENCE

TECHNICAL SUPPORT SPECIALIST

YAS TAKAFUL P.J.S.C | ABU DHABI, UNITED ARAB EMIRATES | DEC 2024 TO PRESENT

Roles and Responsibilities

- Monitor and troubleshoot network performance, including network congestion, connectivity issues, and security threats.
- Manage Cisco network-related projects, including upgrades, migrations, and expansions, ensuring timely and successful completion.
- Repairing hardware malfunctions, software issues, and networking problems.
- Assets recording (New & updates) time reports for services desk items.
- Regular site visit to all Client Sites.
- Providing technical support on-site or via remote-access systems.
- Regular reporting to Head of Service Delivery and Performing other duties and responsibilities related to the projects and as assigned by Head of Service Delivery.
- Network Infrastructure Planning, Installation, and Troubleshooting.
- Demonstrates management basics-planning, organizing, directing, and supervising.
- Install, configure, and upgrade Operating systems, Applications, and other IT peripherals.
- Assign tasks to Team members and assist them to accomplish the assigned Projects.
- Planning , Coordinating project schedules, resources, IT equipment and information.
- Discussion with vendors to execute and organize requirements, scope and objectives.
- Providing professional IT support, resolving incidents within SLA both remotely, onsite and cloud. Managing users Licenses (Azure Active Directory, M365 etc.)
- Monitoring of all IT infrastructures, designing documentation to improve services delivery. Ensuring all IT devices follow the security guidelines.
- Maintaining Azure instances such as Virtual machines, Azure storage accounts, Azure Monitoring tools, Virtual networks, and other Microsoft Azure services. Also working with other teams in project execution.
- Managing software and application via MS Intune.
- Performed 1st and 2nd level IT support, also collaborated with other teams in successfully implementing Vlan Change across the various departments. Also trained users on the latest IT technologies.
- Successfully migrated 70% of users to cloud services, also maintained the IT infrastructures to be working 24x7 and minimizing downtimes.
- Provided excellent services in managing users' accounts in the active directory and using ticket tools in resolving incidents within SLA, also following up with users' feedback to improve services delivered.
- Manages and maintains the service compliance of all IT and service assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques thereby ensuring asset controllers, infrastructure teams and the business co-ordinate and maximize value, maintain control, and ensure any necessary legal compliance.

- Maintains an in-depth knowledge of specific technical specialism and provides expert advice regarding their application.
- Maintains the highest caliber of service by establishing and enforcing organization standards.
- Maintain technical skills and knowledge of market trends and competitive insights.
- Responds to emergency situations as needed for the purpose of resolving immediate concerns.
- Responsible for off hours emergency support related issues.

IT SUPPORT ENGINEER

GIBRLATAR TECHNOLOGIES LLC | ABU DHABI, UNITED ARAB EMIRATES | SEP 2023 TO DEC 2024

Roles and Responsibilities

- Diagnose and resolve unique, nonrecurring problems associated with application software and operating systems; determine the source of problems and classify their level, priority and nature.
- Configure, deploy, maintain, troubleshoot and support computer workstations, laptops, printers, mobile devices, phones and other computer and telecommunications equipment.
- Create alternative methods of completing tasks, correcting user errors and system inconsistencies to improve the desktop team function.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems.
- Maintained confidentiality and discretion when working with passwords or sensitive materials
- Plan, monitor, and record software license and/or hardware assets to ensure compliance with supplier contracts in conjunction with the Procurement Manager
- Ensure there are no unauthorized assets such as unlicensed copies of software.
- Maintain inventory of installed software, manage software licensing and create policies and procedures for upgrades.
- Limit overheads associated with managing and supporting software by streamlining and/or automating IT processes such as inventory tracking, software deployment and issue tracking.
- Maintain accurate documentation and control of all IT assets by ensuring proper tagging of physical assets.
- Ensure implementation of integrated software solutions that work with all departments that are involved in the procurement, deployment, management and expense reporting of IT assets.
- Maintain policies and procedures surrounding the acquisition, documentation, deployment, usage and retirement of software.
- Monitor IT asset costs and maintain required financial records, using appropriate tools, for recharging of IT assets, compliance and audit purposes.

IT SUPPORT ENGINEER

NEXVAL INFOTECH PVT LTD | BANGLORE, INDIA | JUN 2020 TO JUN 2023

Roles and Responsibilities

- Monitoring and filing IT tickets, raised by users, to ensure they are resolved in line with service level expectation, escalating when required.
- Responding to and resolving internal IT issues of an ongoing and ad hoc nature, prioritizing as appropriate.
- Supporting the use of internal software/systems, including license management, such as: Horizon telephone system, Zoom, Citrix.
- Mobile device maintenance and support, liaising with our third-party support providers and managing internal support issues.
- System and equipment updates, including monitoring and testing.
- Liaising with our third-party IT support provider as required and assisting with the organization of engineers when on-site.
- Carrying out IT tasks associated with new starters and leavers, including being on-site for initial set ups.
- Organizing equipment supplies and deliveries and overseeing inventory of new and existing kit.
- Supporting with training on systems/software and developing User Guides where needed.
- Providing IT support for company events and presentations.

IT SUPPORT ASSOCIATE

INDECOMM GLOBAL SERVICES | BANGLORE, INDIA | FEB 2019 TO JAN 2020

Roles and Responsibilities

- Providing first-level technical support to end-users by answering phone calls, responding to emails, and handling tickets submitted through a web portal.
- Troubleshooting IT-related issues by identifying the root cause and resolving the issue or escalating it to the appropriate support team.
- Managing and prioritizing incident tickets in accordance with defined service level agreements (SLAs) and ensuring timely resolution of issues.
- Working on User Access Management (UAM), Office 365 task.
- Active directory and Exchange Administration.
- Expertise Hands-on Experience in DRA Tool.
- Office 365 Access Support with Mailbox Creation on Domain.

PROCESS ASSOCIATE

CAPGEMINI | BANGALORE, INDIA | MAY 2015 TO AUG 2017

Roles and Responsibilities

- Worked on miscellaneous calls/emails dropped by helpdesk engineers and leads.
- Troubleshooting, diagnosing malfunctions in the operation of hardware and software also resolved issues by coordinating with onsite engineer to fix an issue.
- Providing permissions to the user ID depends on their service requests (such as printer access, network shared drive access, Etc.)
- Provide regular technical support for Windows OS, mail support and basic network support/troubleshooting.
- Provide support for LAN networking, enable/disable ports and test network connectivity.
- Provide access to the user with share drive, box, box sync app, data privilege and map network drive.

EDUCATION

MCAS

Bachelor of Science (Computer Science)

(2011 - 2014)

7.94 (CGPA)

TECHNICAL PROFICIENCY

- Operating Systems: All Windows client and server OS
- Ticketing Tools: BMC Remedy, Service-now, Fresh Desk, ITSM
- Server: Windows server 2012 R2, Active Directory, Azure
- Monitoring Tools: Cloud Watch, New Relic
- Remoting Tools: Citrix, AWS Workspace
- Troubleshooting- Laptop, Desktop, VMs, Swapping Device, Windows OS, Cisco IP Phone, M365, AD

REWARDS AND RECOGNITION

- My overall performance was excellent and satisfactory.
- I have consistently achieved my targets and have been outstanding in all the functions with respect to quality.
- Got POB Award from Cap Gemini.
- Got Nexstar Award from Nexval InfoTech.

I hereby declare that the above-mentioned information is true to best my knowledge and bear the responsibility for correctness.

Saleem Mohammed Hussain