** Tarig Ammar Farah**

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**Driving Global IT Operations to Excellence’**

*~ Recognized for Productivity in Deadline-Dependent Environments ~*

**Technology Expertise**

Dynamic and well-qualified professional with an exalting experience of 9 **years** who takes immense pride in furnishing complex solutions while effectively handling IT Project implementations and extending support to clients globally, would like to deliver in a progressive and vibrant organization to further enhance knowledge and credibility by virtue of acquired skills in diverse range of technologies.Efficient Team Leader & Player, combining sound communication, interpersonal skills & target centric approach with decision making & leadership capabilities

**Professional experience**

Emirates Post Group

IT Support Team Leader : July 2020 – Current

* Managing IT Support and Helpdesk team and evaluate team performance.
* Support all IT Infrastructure, including hardware, software, servers and network devices, within the Engineers geographical area, ensuring the CMDB contains a detailed record of all systems deployed to date.
* Replace any outdated local systems and upgrade as per the global IT policy, whilst testing the local IT business plan.
* Manage the project activity including the deployment of new services, systems, hardware, applications, upgrades, additional automations and other related change activity within the IT infrastructure
* Contribute to improving customer support by actively responding to queries and handling complaints.
* Manage customer escalations which ultimately resulted in favorable customer satisfaction ratings.
* Monitor team members daily duties, assign tasks, provide feedback to higher management.
* Develop and implement communication strategies to ensure positive and productive relationships with internal and external stakeholders.
* Assessing the IT/Network/Security Infrastructure and identifying gaps that need to be addressed/Improved.
* Provide IT consultation to the Users to ensure the IT requirements for Thales products are addressed and managed based on the best practices.
* Working effectively with other teams implementing strategies to increase profitability, productivity and overall client experience.
* Maintain Regular meetings with the project managers and stakeholders discussing on performance & Service review, Observations & Recommendations, Discussion & planning for the upcoming period, and client’s feedback.
* Coaching and training seasonal and full-time support personnel in processing inbound calls from customers while maintaining a high-level of customer satisfaction and exceeding department goals during peak call volumes
* Handling escalated issues by utilizing problem solving skills and communication skills to effectively resolve most of customer inquiries in a timely manner.
* Manage the review, assignment and classifications of incidents, outages and problem cases.
* Actively engage with operations teams and engineers, and manage the involvement of application development and other areas in the change and problem management process.
* Create and review incident and problem management reports and identify action plans to improve key performance indicators as necessary.
* Introduces key ITIL disciplines and practical project management techniques to ensure effective end to end problem management.
* Perform quality assurance on completed incident, outage, problem investigations and change management records.
* Conduct Root Cause Analysis (RCA), Port Mortem and Problem Management meetings.
* Define reporting requirements needed in the management of the incident, outage and problem management processes.
* Review incident, outage and problem processes, identify trends and recommend improvements.
* Providing incident resolution status as requested.
* Validating incident severity if required, or assisting with correcting invalid incident severity.
* Ensuring the quality and accuracy of incident information, as appropriate.
* Process Review for Incident/ Problem Management and implement enhancements and document process.

**Abu Dhabi Municipality**

 **IT Helpdesk Officer :** *August 2017– July 2020*

* Managing the help desk team and evaluate performance.
* Contribute to improving customer support by actively responding to queries and handling complaints.
* Manage alerts. All critical application alerts are monitored, and tickets are created in tool for further action. Prospective application to be introduced in the future should be included
* Monitor team members daily duties, assign tasks, provide feedback to higher management.
* Monitor and respond quickly and effectively to requests received through the IT helpdesk.
* Monitor Service Desk for tickets assigned to the queue and process first-in first- out based on priority.
* Engage with required stakeholders to provide Root Cause Analysis (RCA) for outages.
* Setting up and configuring new laptops and desktops.
* Ensuring security and upgrades are applied and kept up to date on desktops and laptops.
* Antivirus installation to all desktops and laptops.
* Undertake small to medium-sized IT projects as instructed by the IT Manager.
* Setting up new users and disabling expired accounts in accordance with HR requirements.
* Ensuring all software purchased licensing is recorded and maintained.
* Keep tracking assets, regular update for any change.
* Working closely with the management to make sure achieving the team targets.
* Review IT procedures and search for development based on ITIL standards.

**ETISALAT**

**IT Support Engineer: Feb** *2014- July 2017*

* Provide L1/ L2 support and resolve problems for Etisalat Users.
* Responded to all assigned tickets within agreed time limits (SLA).
* Troubleshot all desktop related issues comprising user application, internet access issues, Microsoft office, printers, cisco IP Phones, antivirus software, windows related problems, mobile phones and blackberry issues
* Review IT procedures and search for development based on ITIL standards
* Coordinate with other teams to resolve problems.
* Support customer’s issues over phones or Emails and escalating the issues to the concern teams.

Support All Etisalat Core Services like GSM, Blackberry (BES), MPLS and terminal (VSAT).

**ROBOTECH**

**Specialist Engineer:** *DEC* **2012***– OCT* **2013**

* Functioning in direct coordination with the Manager for extending air transportation and IT solutions.
* Administer technical validation of all tickets opened by the team.
* Solely responsible for task reviewing of all team members and ensuring accuracy.
* Accountable for providing regular feedback to the higher management.
* Generate reports in order to maintain acceptable levels of service offered by the team; additionally, ascertain the annual objectives are achieved.
* Ensure updated versions of documentation are ready for reference.

**Asia Hospital**

**Senior Service Desk Agent**: *NOV 2013 – JAN 2014*

* Handled terminal servers, active directory servers, appliance servers, WSUS servers (windows server 2003).
* Managed overall maintenance of computer systems and networks.
* Installed and configured computer hardware operating systems and applications.
* Troubleshot system and network problems as well as resolved hardware/software faults, troubleshot all desktop related issues comprising user application, internet access issues, Microsoft office, printers, network and user devices, windows related problems, backup software and antivirus.
* Availed dispatch field engineer for incidents or changes which required site intervention.
* Followed asset management procedures while installing or replacing parts.
* Responded within agreed time limits to call-outs (SLA).
* Prioritized and managed multiple open cases at a time, while being responsible for testing and evaluation of new technology.
* Adroitly handled a ticketing system for incident logging and follow up, ticketing system being based on ITIL.

***CERTFIED As…***

*~ CCNA: Cisco Certified Network Associate ~*

*~ CCIE: Cisco Certified Internetwork Expert*

*~ ITIL V3: IT Infrastructure Library ~*

*~ MCTS: windows 7 configuring ~*

*~ MCTS: Windows server 2008 Active directory, configuring ~*

*~ MCTS: Windows server 2008 Network Infrastructure, configuring ~*

*~ MCSA: Windows server 2008 Enterprise administrator ~*

*~ MCITP: Windows server 2008 Enterprise administrator ~*

*~ HDI Customer service representative ~*

***Core Competencies include…***

Technical Support

Report Generation

Effective Troubleshooter

Analytical

Fault debugging

System Requirement Analysis

**Technical Skill set**

* Windows Server 2003/2008/2012
* Windows 7 / 8/ XP/10
* Office 365
* Active directory
* DHCP server
* DNS server
* Remote desktop server
* SCCM and deployment server
* VPN and RSA server
* GPO,Cloud HCM
* Routing Protocols OSPF/MPLS Configurations
* VLANS configuration
* VMware
* Backup software for windows and servers
* Cisco routers and switches configuration
* Packet tracer and GNS3 network simulation software
* Printers, scanners and network storage devices
* ITIL concepts for incident management
* Trillium, remedy, BMC , Remedy and HP ticketing systems

**Credentials**

**ACADEMIC**

* Bachelor’s degree in Information Technology at Khartoum University

Khartoum Sudan 2007 – 2012

**TRAININGS**

* CCNA Training course.
* CCIE Routing & Switching.
* ITIL V3 Training course.

Incident management process course

* HDI Customer service representative course

**Personal Proforma**

* *Date of Birth:* 17th March 1989
* *Languages known:* Arabic and English
* *Location Preference*: ANY
* *Nationality Sudanese*
* *Current location UAE-*Abu Dhabi