



● SHAH FAHAD

Snr.IT Support /Document Controller / Assistant

📍 Dubai, DU 0000

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✉ fahad_mcts@hotmail.com

Firms Experience

● Atkins Middle East ● EG&G Middle East ● Dubai Bin Laden ● SABIC

Professional Summary

● Innovative IT Support Specialist with experience in selecting and setting up diverse technical equipment. Strong written and oral communication skills resulting in knowledgeable, satisfied customers. Excellent instructional and problem-solving skills reduce concerns related to new technology.

Skills

● (1) Microsoft Active Directory (2) Firmware Development (3) Hardware Replacement (4) Wireless Area Networking (5) User Experience (6) Helpdesk Call Support (7) Data Connectivity (8) Software and Hardware Implementation (9) Backup and Recovery (10) Backup. (11) Network Tools (12) In Coming Log/Outgoing Log

Work History

04.2018 - 10.2021

● Data Base /IT Support Specialist

Atkins Middle East - Dubai, DU, UAE

● (1) Used ticketing systems (2) Loaded software (3) configured hardware (4) Backup (5) Resolved Desktop Issues (6) Network Tools (7) DHCP /DNS (8) Incoming Log / Outgoing Log (9) Letter Head (10) End User etc . . .

01.2015 - 12.2017

● IT Admin /Technical Support Representative

EG&G Middle East - Riyadh, Saudi Arabia

1) Resolved technical issues 2) Three sites Remote Support 3) Network Tools 4) Backup 5) Office Administration 6) Scanning 7) All users data on Cloud 8) Exchange Mails 9) Configure hardware and Software Application 10) Application License Apps.

02.2013 - 12.2014

● IT Support Officer / Document Controller

Dubai Bin Laden - KAPD Parcel - Riyadh , Saudi Arabia

(1) IT worked - End Users Support (2) Monitored employee and customer interactions (3) Decision-Making (4) Data Scanning/ Cloud Scanning (5) Prepare Daily/Monthly Reports (6) Network Cabling (7) Incoming/Outgoing Log (8) IR /ShubDrawing (9) Booking Keeping Records (10) All IT Administration & documentation/Carefully Review all doc completeness accuracy

02.2012 - 12.2012

● Windows Migration System

SABIC - Riyadh, Saudi Arabia

1) Work SABIC Server to Migrated All PC.s 2) Deployed PC inside and outside office area 3) End User Support 4) Installed Plants Apps 5) Installed all Sites Remote Network Printers 6) USMT tool for Backup & Recovered 100 + TB data 7) Resolved User request tickets

Education (Last Degree)

09.2009

Master of Science, Information Technology, University of Peshawar -
University Road Peshawar

Accomplishments

- I have more then 10 + years Gulf GCC experience in national and international organizations (Saudi Arabia - United Arab Emirates)
- Atkins Middle East / UAE
- Dubai Bin Laden / Saudi Arabia "(KAPD) Parcel 2.05
- EG&G Middle East / Saudi Arabia (Jordan Border)
- SABIC / Saudi Arabia (Al Jubail City and Riyadh City

Additional Information

- Dubai, United Arab Emirates LINKS <https://www.linkedin.com/in/shah-fahad-a982725a/> <https://www.facebook.com/fahad.mcts>
<https://www.blogger.com/blog/posts/2727084802833194981?bpli=1&pli=1>

Affiliations

- Association for Computing Machinery
- National Association of Social Workers

Certifications

- Certified Appreciation, SABIC - Dec 2012 / Certified Microsoft

Languages

English



Advanced (C1)

Arabic



Intermediate (B1)