

HAMEED ARSHAT AHAMED.H

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OBJECTIVE

Seeking a challenging technical position in working environment for me to continue practicing and expanding my skill set and knowledge base to attain success of the company and to the growth of fast developing field.

EDUCATIONAL QUALIFICATION

- Bachelor's Degree in **Computer Science and Engineering** at **Aalim Muhammed Salegh College of Engineering**, Chennai. (2012-2016).

CERTIFICATION:

Cisco Certified Network Associate (CCNA) - July 2020.

WORKING EXPERIENCE

AL ABEER DAY SURGERY UNIT LLC, ABUDHABI- UAE.

POSITION: IT SUPPORT EXECUTIVE

DURATION: MAY 2023 – PRESENT.

Responsibilities:

- Create and Managing all The AD Users and Domain Policies.
- Checking and update the patches for server and Workstations.
- Installing and configuring the VDI solutions (sangfor).
- Installing and Configuring the HCI servers.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations on new software and hardware.
- OS up gradation backup and restore.
- Provide technical support for software reconfigurations to aid in function customization.
- Microsoft Outlook configuration and Troubleshooting.
- Managing Hospitality HIS applications. (EMR and PACS)
- Managing End User Support and Backup system.
- Managing Office 365 Console.
- Managing Abu Dhabi Healthcare Information and Cyber Security (ADHICS) Standard and Policies.
- Managing CCTV, LAN and Wireless Networking.
- IP Phone and network configuration
- Attending daily status report and incident management tickets.
- Installing and Configuring and Troubleshooting Printers, Scanners and Network Issues.
- Managing Que systems (EasyQ ,Heroapps)
- Remote support of on-site medical staffs and end users.
- Oversaw troubleshooting, technical issue resolution and consulting services to upgrade technology infrastructure.

SPECIALIZED MEDICAL CARE HOSPITAL - Al Ain, UAE.

POSITION: IT SUPPORT ENGINEER

DURATION: DEC 2020 - JAN 2023.

Responsibilities:

- Provided technical support by troubleshooting the errors on the site.
- Configured Microsoft Server, created and maintained Active Directories of employees.
- Works based on Ticketing tools to resolve reported IT issues within SLA.
- Extended analysis to assist Application team efforts to escalate and resolve issues.
- Setting up and installing new computers, routers, telephony systems and servers for the office setups.
- Installed data and voice cable over the new office sites and configured.
- Installed and configured operating systems, anti-virus software's and other applications such as MS office 365.
- Maintained Inventories of hardware and software's related to ADHIC Standard.
- Checking and update the patches for server and Workstations.
- Deployed firewalls VPN, Web filtering, Antivirus, Application control, IPS, DLP.
- Maintaining and inspecting the firewall, SSL VPN, Wireless LAN on a day-to-day basis.
- Installed the IP cameras and configured it over the network.
- Provided remote support for the clients over TeamViewer and Any Desk.
- Configured the switches and routers in the LAN network.
- Provided the training for new associates.
- Coached employees through day-to-day work and complex problems.

HANI IT SOLUTIONS, DUBAI - UAE.

POSITION: IT TECHNICAL SUPPORT ENGINEER

DURATION: SEP 2019 – DEC 2020

Responsibilities:

- Perform Installation of operating Software support level of windows.
- Provided Installation Support for all kind of day-to-day applications.
- Setting up and installing new computers, routers, telephony systems and servers for the office setups.
- Installed data and voice cable over the new office sites and configured at the server end.
- Configured, installed and troubleshooting the IP PBX and PABX lines at client site.
- Effectively planned and installed Firewall in respective to End user needs.
- Deployed firewalls VPN, Web filtering, Antivirus, Application control, IPS, DLP.
- Identifying and resolving Technical and Network issues.
- Provided telephonic and email support to clients to identify the root cause of the problem.
- Following up with the clients to ensure issues are resolved within timeframe
- Installed the IP cameras and configured it over the network.
- Provided remote support for the clients over TeamViewer and Any Desk.
- Managing multiple tickets at a time to ensure the problems are solved at the earliest.
- Extended analysis to assist technology team efforts to escalate and resolve issues.
- Perform BOQ for all types of projects.

Skills:

- Operating System : windows 11,10,7.
- Server : Windows 2019,2016, VMWare, Exsi.
- Software Skills : Basics of C, C++, Java & HTML.

Hardware Skills

- Assembling and disassembling the computer cabling.
- Having Knowledge in Assembling and disassembling the Servers.
- Troubleshooting.

Network and Security skills

- Networking LAN & WAN troubleshooting.
- Auditing, Knowledge of configuration and maintenance.
- Configuring Routers and Switches and Troubleshooting.
- Configure VLANs for the Network.

Tools

- **Remote Tools** : Comodo Remote Control (Xcitium), Any Desk, Team viewer, VNC.
- **Security Tools** : Sophos Intercept X, Kaspersky, EDR (Sangfor)
- **Devices** : Firewall, Network Switches and Routers.
- **Ticketing Tools** : Comodo Service Desk, Spice works.
- **HIS Software's** : Concepts Medical Suite, MediPlus, Clinic pro
- **PACS Software** : Infinet PACS, Voyager and Paxera.

Professional Projects:

- Deployed HIS Application and training for the user in our Facility.
- Handled different Networking Projects of new office setup, existing office upgradation of IT Infrastructure, etc.
- Handled the setup of new infrastructure and implementation for the Global Care Hospital project in 4 months, from January to April 2023.

PERSONAL DETAILS:

- Father's Name : Haja Mohaideen
- Passport no. : N0068878
- Visa Status : Employee
- Gender : Male
- Nationality : Indian
- Languages : English, Hindi, Malayalam & Tamil.
- Date of Birth : 13-May-1995.
- Marital Status : Married
- Driving License : Holding UAE License (LMV)

REFERENCE:

1. Mr. Deepak Cheraparambil – IT Director (Global Care Hospital, Abu Dhabi, UAE.)
2. Mr. Shoukat – Quality Executive (Excellency Medical Group).

Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Hameed Arshat Ahamed.H