

+971506013967



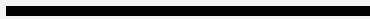
kchallan22@gmail.com



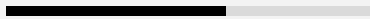
ADIB, AJMAN, AJMAN, 20550,
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SKILLS

Virtualization



networks



management



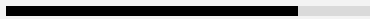
powershell



ms office



communication



HTML,PYTHON,PHP,MYSQL AND
EXCEL



customercare



flexible,adaptive



ECOMMERCE SYSTEMS.



CRM SYSTEMS



APPLICATION SUPPORT



REUBEN KADHUMBULA

IT SUPPORT ANALYST

ABOUT ME

I am a competent creative information officer with over 2yrs experience with in a customer centric retail industry where i have amassed skills in CRM/ERP and ecommerce systems. I have a bachelors of science in IT and also cisco certified network associate.

WORK EXPERIENCE

IT SUPPORT ANALYST

CARREFOUR, UAE / DUBAI / Nov 2019 - Present

- Network(switches, firewalls, pabx, server) installantions, configuration and maintenance in accordance to the organisation standards.
- configuring firewalls, routing and switching to maximise network efficiency and security.
- maximise network performance through ongoing monitoring and troubleshooting(tools nessus, cisco meraki and wireshark)
- updating network equipment to the latest firmware.
- scheduled server upgrades and maintenance.
- Follow up on the service of computer equipment in accordance with the SLAs and also followup on the amendments at the end of the contract.
- maintain the daily data backup of the store users.
- Receive and log all requests from users relating to IT services in service Desk system (jira sysytem) and report it to key stakeholders.
- Provide first level support for departmental/store users to resolve issues regarding the full range of computer applications as well as standard and non-standard hardware,software and peripherals.
- Provide on-site support for installation and configuration of pos, desktops, laptops,PDAs,LDTs printers, telephonic devices and network peripherals.
- Troubleshoot networks and hardware equipment incase of failure.
- Maintain a complete record of the systems related inventory.
- manage stocktake inventory according to schedule through the erp system.(gima)
- monitor the SMA(super market application) extract, recocile any data discripancies in case of standalones.
- Projects implementation in accordance to the set standards.
- Enfore information security awareness in the organisation in tandem with the organisation security policy.
- Manage and maintain Data Archives and Backup systems including the site recovery solutions.
- Interface with hardware vendors to facillitate repairs, replacements and warranty support.
- Eccommerce fulfillmet support through project implementation and also monitor the fulfilment mentrics through the sap system.
- Training of the colleagues on the roleout of new technologies/ applications.

LINKS

linkedin:

<http://www.linkedin.com/in/kadhumbula-reuben-189477b0>

REFERENCES

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JOEL VAN DIEREN

EMIRATES AIRLINES(FIRST
OFFICER)
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HOBBIES

Bowling,Playing Guittar.

JUNIOR SYSTEM OFFICER

MINISTRY OF HEALTH / KAMPALA / Feb 2017 - Aug 2019

- Performed computer network setup, configuration and maintenance. This including setting up routers, switches and their configuration management.
 - Provided day to day user IT technical support functions e.g. user access management, and application usage assistance.
 - Carried out LAN and WAN rollouts and maintenance.
 - Carried out the installation, upgrade and maintenance of computer hardware and software.
 - Troubleshooting system and network problems, diagnosing and solving hardware/ software faults.
 - Performing hardware and software preventive maintenance of IT systems.
 - Teaching of health staff on the usage of various ministry of health systems like the district health information system (DHIS) and the Human resource information system.
- my active participation contributed to:
- redesigning of the network to be more efficient in various offices.
 - reduction of the IT budget expenses through limiting careless printing and in this we introduced a file server to ease up the process.
 - streamline the department operations through the ict trainings.

ADMINISTRATOR

MERCY MINISTRIES / KAMPALA / Jan 2015 - Jan 2017

- Overseeing the progress of the mercy projects like the church, farm and the homes.
 - Maintaining an inventory of the daily supplies in the homes, church and the hospital.
 - Ensuring that the kids in the homes are in good health. •
 - monitoring the employee attendance through the ATS
 - Maintenance of the computer systems.
 - Presentation of the various project statistics to the superiors as well as the funders.
 - Ensuring that all the automobiles are mechanically functional whenever they are needed like the vans and the tractor.
 - Admission of abandoned kids into the homes and also tracking down the real relatives as well as parents to these kids.
- My participation in the organisation contributed to:
- The increasing level of computer literacy among the staff.

EDUCATION

Bachelor of Science

MAKEREREN UNIVERSITY / KAMPALA,UGANDA / 2018

Attained a bachelor of science in information Technology. with CGPA 3.44
SECOND CLASS HONOURS

COURSE

ccna security(CSCO13294158).
season / Mar 2018 - Sep 2021