



# HAFAS CK

## IT ENGINEER

### CONTACT

-  : United Arab Emirates
-  : +971 5868 90123
-  : hafasck@live.com
-  : [www.linkedin.com/in/hafas-ck-41419820/](https://www.linkedin.com/in/hafas-ck-41419820/)

### TECHNICAL SKILLS

- ◆ MS Office 365.
- ◆ Ticketing Tools.
- ◆ End User Support.
- ◆ Domain Migration.
- ◆ Vendor Management.
- ◆ Remote Support Tools.
- ◆ IT Assets Management.
- ◆ System Administration.
- ◆ Virtual Private Network.
- ◆ Virtual Machines Support.
- ◆ Skills in Laptop and Desktop Hardware Troubleshooting.
- ◆ Shared network devices, IP telephone, and biometric devices configurations.
- ◆ Wi-Fi Controller & Access Points.
- ◆ Support users in School Environment.

### PERSONAL PROFILE

A confident and reliable IT professional with extensive practical experience of working with computers and resolving any support issues that are raised to the Help Desk. Possessing a proven ability to administer and control the operation, configuration, and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure.

### WORK EXPERIENCE

#### IT Support Engineer

**Emirates NBD – Dubai, UAE / Sep 2022 – Present**

- ▶ Providing solution to the Tickets raised by the user through the BMC REMEDY to meet the SLA of the company.
- ▶ Supporting applications like Finacle, BPM, Sigcap, CRM and configuring outlook ,etc.
- ▶ Provides remote Support through SCCM client and Onsite support.
- ▶ Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- ▶ Handling Service Desk and Helpdesk activities.
- ▶ Supporting the roll-out of new applications.
- ▶ Provide technical support via telephone communication, remote with end-users and on-site support for issues. Installing and configuring computer hardware, software, systems, networks, printers and scanners. Users at Emirates NBD , Emirates Islamic and Tanfeeth.
- ▶ Assisting users remotely using SCCM.
- ❖ **1, As part of Emirates NBD New CRM upgrading Project:**
  - ▶ Visited 25+ Emirates NBD branches to deploy New CRM.
  - ▶ Installation of Wacom device, Digital voucher drivers, Automation of EDGE Extension Installation, Push the Extension policy, SCCM push to install MSI.
- ❖ **2, As part of Emirates NBD Advent & Moxy upgrading Project:**
  - ▶ Remotely Installed and configured Advent & Moxy applications around 100+ priority users of Emirates NBD and Emirates Islamic.

#### Freelance IT Support Engineer – UAE / Sep 2021– Aug2022

- ▶ Hardware maintenance: replacing hard drives and thermal paste in client computers, game consoles, resolve hardware, software and network issues.
- ▶ Installed and configured home network hardware.
- ▶ Deploy printers and 3-in-1 devices in network and standalone environments.
- ▶ Implementation, deployment and maintenance of business applications for individuals and small businesses in the metropolitan area.
- ▶ Provide remote, phone and physical location support.



## PROFESSIONAL CERTIFICATIONS

- Microsoft Certified System Administrator Certification ID (3780552) - (MCSA).
- Microsoft Certified Professional (MCP).
- Foundation Course in Computer Hardware Maintenance and Networking (FCHMN).
- IBM Customer Engagement Specialist Professional Certificate by Coursera.
- GOOGLE Technical Support Fundamentals by Coursera.
- Microsoft 365 Admin Center Training.
- Microsoft Azure Fundamentals AZ-900 (Pursuing).

## EDUCATIONAL QUALIFICATION

Bachelor of Commerce (B.com)

At Vinayaka Mission University – Salem, INDIA

## PERSONAL DATA

Nationality : India  
Marital status : Married  
Date of Birth : 15 - Mar - 1985  
Driving License : UAE, INDIA  
Visa Status : Employment Visa

## LANGUAGES

English : ●●●●●  
Arabic : ●●●●●  
Hindi : ●●●●●  
Malayalam : ●●●●●

## IT Field Engineer

Ministry of Education (MOE) – Abu Dhabi, UAE / 2019 – 2021

- Provide L1 & L2 technical support to 1000+ end users.
- Supporting the IT infrastructure in the schools under MOE-UAE.
- Being the first point of contact for the users and coordinating between different IT domains, using IVANTI Service tools to register incidents and service request using ITIL framework.
- Co-ordination with network team for network requirement/issues.
- Responsible for supporting the staffs and teachers of Ministry of Education In Hardware, Software and Networking areas. Also dealing the accounts of the users.
- Configure and install printers using MYQ Server.
- Support & Troubleshooting Microsoft office 365 application issues.
- Assembling/Repairing Desktop & laptop hardware.
- Support and troubleshoot different kinds of Hardware's like Projectors, interactive Projectors, Smart boards, Interactive boards, smart TVs, AV system etc.
- Reporting the issues to the appropriate team, external vendors or service provider-based type of incidents.
- Installing and troubleshooting (Cisco, Huawei) IP phones.
- Mapping to network printers and shared drives.
- Network with LAN/WAN and active directory continuous company connection.
- Configure antivirus software to fully protect IT environment.
- Patch network cables in the IDF rooms between patch panel and switches manage offsite Storage of backup tapes.
- Installing, configuring and upgrading software, using standard business and Administrative packages LANDesk Application.
- Initiate and complete Microsoft Windows server operating system updates.
- Troubleshoot CCTV related problems.
- Troubleshooting problems with computer systems, including troubleshooting hardware and software, email, network and peripheral equipment problems managing the repairs and corrections where it is required.
- Maintain Network inventory & AMC data.
- Coordinate with New project and Co-coordinating with Helpdesk for issues.

## IT Technician

Zion Computers – INDIA / 2015 – 2018

- Familiarize end users on basic software, hardware and peripheral device operation Install and configure software and computer.
- Installation and maintenance of Windows Operating Systems.
- Troubleshooting and configuration of Outlook Client Email issues.
- Installation & configuration of LAN and Map network drive, File & Folder sharing
- Browser Support for webpage's, mail configuration and its back up.
- Troubleshooting printers, scanners, Quick heal antivirus Console installation, up gradation and assembling of hardware devices.
- Provide support for basic Microsoft Office issue, internet connectivity issues, printer issues, application connectivity issues, Wi-Fi issues.

## **PERSONAL REFERENCES**

Available on request.

- ▶ Providing desktop support, Project coordination, Imaging or reimaging PCs and Laptops. System hardware and software troubleshooting.
- ▶ Troubleshooting of network related problems over intranet and internet.
- ▶ Installation, Configuration, Upgrading the Computer hardware and Software.
- ▶ Establish accounts for new users and assist with password or login problems.

### **System Administrator**

**Network Gulf Information Technology (NGIT)** – Dubai, UAE / 2012 – 2014

- ▶ Active Participation in Designing, Testing of Complex LAN networks.
- ▶ Structured cabling and crimping.
- ▶ Installing and configuring DNS, DHCP and other related services.
- ▶ Implementing Group Policies, Auditing & Security.
- ▶ Network management like configuring switches, port enabling, network printer configuration.
- ▶ Maintaining network diagrams with network devices and connectivity.
- ▶ Maintaining the IP Schema by process wise.
- ▶ Update system as soon as new version of OS and application software comes out.
- ▶ Operating and maintenance of Bio Metric Security Devices.
- ▶ Installation & Configuration of IP/ CCTV cameras.
- ▶ Handle the tasks of advising users by interpreting problems and technical support for hardware, software and networks.
- ▶ Routine maintenance comprising cleaning log files, temp files.
- ▶ Responsible for troubleshooting hardware and software issues, adding new equipment as well installing and configuring networking systems.
- ▶ Handle the tasks of configuring me/2000/XP/2003/win7 on network.
- ▶ Access Control List Configuration and Configuration of disk quota.
- ▶ Antivirus installation and Schedule setup.
- ▶ File Server Sharing and security configuration and Backup & Recovery.
- ▶ Maintaining of the equipment or device available in the field.
- ▶ Dealing and resolving issues with end users regarding accounts, application and trouble shooting Network related issues.

### **Desktop Support**

**Al Rahi Trading** – Abu Dhabi, UAE / 2009 – 2011

- ▶ Installation and Configuration of Outlook Express and MS Office.
- ▶ Administration and maintained user access and security.
- ▶ Proved hardware, software and network troubleshooting.
- ▶ Installing, Configuring, and Troubleshooting Windows XP Professional user machines.
- ▶ Manage different users install software's and Install Antivirus software.
- ▶ Troubleshooting TCP/IP networks.
- ▶ Creating new users and groups in the domain controller and implementing group policies for user groups and organizational units.