



# Yusuf Ali

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## Technical Support Engineer

- Technical Support Engineer with 9+ years of experience in working with computers and resolving any support issues related to telecom, networks, BlackBerry Enterprise Server (BES), Active Directory, Software Deployment, etc. Proven ability to administrate and control the operation
- Expertise to configure and maintain the computer based information systems
- Ability to multi-task under pressure
- Excellent communicator and ability to relate well with people at all levels
- Flexibility of working well as part of a team and independently

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## Technical Skills

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|----------------------------------|-------------------------------|
| • Incident Management            | • BMC Remedy                  |
| • Help Desk Management           | • Active Directory L1         |
| • Virtual Private Networks (VPN) | • Routers & Wireless Adapters |
| • Exchange Server L1             | • Linksys – CISCO             |
| • ITSM – IT Service Management   | • AS400                       |
| • Remote Desktop                 | • WebEx Communication         |
| • Office 365                     | • Asset Management            |
| • SCCM                           | • SAP Client                  |

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## Recent Awards

Rewarded for ***providing best customer service***

Rewarded with ***Star of the Month for maintaining FCR 100% and CSI at 93%***

Recognized multiple times of being a key factor for the morning shift as I ***solely manage the LOS and also fulfills the need of a shift lead in terms of assisting the new agents and maintaining the LOS. (Level of Service)***

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## Professional Experience

**Intertec Systems LLC, Dubai.**

**Technical Support Engineer, 06/2014 to 01/2020.**

- Responsible for handling 900 users including SVP, VIP, Directors and sales managers to Manage and resolving End user requests and Incidents within the SLA as per the Ticket logged
- Providing phone support to 140 store outlets across UAE, KSA, Oman, Kuwait
- Providing support for network related and application issues.
- User account creation, unlocking the user account and password reset in AD / Office 365 Administration
- Installation and Configuration of mail clients like – MS outlook-2010, 2013 & 2016
- Providing User data and application recovery
- Mailbox creation, assigning permission for public folder and user mailbox, Mailbox movement
- Configuring and troubleshoot mails in iPhones.

### Promoted to Desk side Engineer

- Handling all types of Administration tasks
- Providing quick resolution with RCA
- Providing Level 2 support

**Projects : -****Dyna Trade :**

- Handling Software, Outlook, various applications.
- Installing configuring & troubleshooting Network Printers.
- Desktop level troubleshooting.
- Installation of operating systems, software installation drivers installation troubleshooting.
- Installation, configuration, Troubleshooting, Network and local printers

**Swiss Arabian Perfume Group :**

- Handling Software, Outlook, various applications related calls over the phone and remotely.
- Responsible to Manage & Maintain more than 100+ Desktop based on Windows.
- Handling First level Active Directory, DNS, DHCP, for environment.
- Working on Active Directory Services like Group Policy, Organizational Units.
- Handling the file server like disk quota, access for the shared folders.

**Majid Al Futtaim :**

- Installation of operating systems, software installation drivers installation troubleshooting
- Asset management for entire Majid Al Futtaim BU's
- Migrating computers to MAF Ventures Domain
- Domain controller migration from Windows 2008 to Windows 2012 R2 Standard

**PCS Technology Ltd – India 04/ 2012 to 05/2013****Desktop Engineer.**

- Perform regular checks on the status of servers, both hardware and software
- Monitoring window servers, corresponding infrastructure and associated applications and take corrective action to restore service
- Providing technical support for server and monitoring ticketing tools
- Provided technical support for hardware/software configurations
- Provided troubleshooting for MS Outlook
- Performed day-to-day administration functions, backup and running audits
- Maintaining track records of the closed alarms
- Providing necessary information to the encloud team
- Provide remote assistance support
- Responsible for reporting critical issues to senior engineers/vendors
- Maintaining complete logs of assigned and unassigned tickets

**Wipro, Mumbai – India 02/ 2011 to 03/2012****Technical Support Engineer.**

- Handling customer requests and Incident management
- Providing Help Desk assistance, ticket creation, follow-up of issues
- Management of company intranet team site
- Resolving problems immediately, typically using the Knowledge Base and other Helpdesk tools
- Providing chat support to balance the call and chat volume
- Worked effectively with SAP, VPN, Blackberry, Remedy (Ver. 7.5), MS Office, Other web tools, etc.
- Handling Microsoft Outlook related issues
- Worked on Active Directory (AD) and handling password related issues
- Providing remote support via WebEx or other remote tools for remote users

**Supervisor Responsibility: -**

- Providing floor support on all product related queries and taking care of escalation calls.
- Maintaining SLA's by increasing competency and efficiency level through work force management
- Managing escalated issues and providing performance coaching
- Actively participating in improving customer satisfaction
- Providing guidance/training for new joiners
- Managing shift, handover, Managing Queue, Monitoring breaks, etc.

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**Technology**

**Office Knowledge** : Microsoft Office 97, 2007, XP,2010,2013,2016

**Hardware Knowledge** : Installation & upgrading of several hardware components

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**Educational Qualification**

- **Bachelor of Arts**
  - **Microsoft Certified Profession (MCP)**
  - **ITIL Foundation Course**
  - **MCSE 2003 & Exchange 2003**
  - **CCNA**
  - **Linux (RHEL-5)**
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**Personal Information**

Date of Birth : 06 Aug 1985  
Marital Status : Married  
Nationality : Indian  
Passport Number : L9364560 – Valid till May 2024  
U.A.E. Driving License : 3600034  
Languages known : English, Urdu, Hindi & Marathi  
Hobbies : Reading, Traveling, Swimming & Listening to music

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