



HAFAS CK

IT Support Engineer

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WORK EXPERIENCE

➤ IT Field Engineer 2019 - 2021

Ministry of Education (MOE)

♥ Abu Dhabi, UAE

Responsibilities Handled:

- Provide Level-2 technical support to 1000+ end users.
- 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.
- Maintaining of the equipment or device available in the field.
- Co-ordination with network team for network requirement/issues.
- Dealing and resolving issues with end users regarding accounts, application and network problems.
- 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 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.
- 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.
- Initiate and complete Microsoft Windows server operating system updates.
- Troubleshoot CCTV related problems.
- Maintain Network inventory & AMC data.
- Co-coordinating with Helpdesk for issues.
- Coordinate with New project.
- Assisting users remotely using SCCM.



ABOUT ME

I am a **MCSA** (Microsoft Certified System Administrator) with over **6** years of experience in the IT industry in UAE & India.

I worked as System Administrator, IT Support Engineer and with strong attitude of taking up challenging jobs in interesting fields of computer networks that offers professional growth and ample opportunity to learn and enrich my competencies in my profession.



TECHNICAL SKILLS

- Support Users in School Environment.
- System Administration.
- End User Support.
- MS Office 365.
- Ticketing tools.
- IT Assets Management.
- Remote Support tools.
- Domain Migration.
- Skills in Laptop and Desktop Hardware troubleshooting.
- Virtual Private Network.
- Wi-Fi Controller & Access Points.
- Vendor Management.
- Virtual Machines Support.



PERSONAL DATA

Visa Status: Visit Visa

Date of Birth: 15-Mar-1985

Nationality: India

Marital Status: Married

Driving License: UAE



WORK EXPERIENCE



System Administrator 2012 - 2014

Network Gulf Information Technology (NGIT) ♥ Dubai, UAE

Responsibilities Handled:

- Active Participation in Designing, Testing of Complex LAN networks.
- Installing and configuring DNS, DHCP and other related services.
- Implementing Group Policies, Auditing & Security.
- Network management like configuring switches, port enabling, network printer configuration.
- Trouble shooting Network related issues.
- Structured cabling and crimping.
- Maintaining network diagrams with network devices and connectivity.
- Maintaining the IP Schema by process wise.
- Maintaining hardware related issues.
- 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.
- Perform installation and maintenance of network cabling, network software and fiber.
- Implementing group policy.
- Assembling of hardware devices.
- Wireless Router Configuration.
- Handle the tasks of configuring me/2000/XP/2003/win7 on network.
- Access Control List Configuration.
- Configuration of disk quota.
- Antivirus installation and Schedule setup.
- File Server Sharing and security configuration.
- Backup & Recovery.



LANGUAGES

English



Arabic



Hindi



WORK EXPERIENCE



Desktop Support 2009 - 2011

Al Rahi Trading

♥ Abu Dhabi, UAE

Responsibilities Handled:

- Installation and Configuration of Outlook Express and MS Office.
- Provide desktop support to the users.
- Administration and maintained user access and security.
- Provide hardware, software and network troubleshooting.
- Installing, Configuring, and Troubleshooting Windows XP Professional user machines.
- Manage different users and install software's.
- 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.



EDUCATION



Bachelor of Commerce (B. Com)

At Vinayaka Mission University

♥ Salem, India



TECHNICAL CERTIFICATIONS AND TRAINING



Microsoft Certified System Administrator, Certification ID (3780552).

- Microsoft Certified Professional (**MCP**).
- Microsoft Certified System Administrator (**MCSA**).
- 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).