BASITH ABDULAZEEZ

IT Support Executive / Desktop Engineer
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Professional Experience

Quality-focused IT professional with over 5.5 years' Experience looking for a challenging position as a IT Executive/ IT Support and network Administrator, academic knowledge and experience in the best possible method where I can deploy and use my technical, academic knowledge and experience in best possible method.

Work Experience

AGRICO Qatar
15-10-2022 - Present

Position: IT Executive

- Management of agrico.qa domain.
- Installation, configuration, and testing of ERP software across all departments.
- Maintenance of IP Phone systems for network-operated telecom services, including website upgrades and email creation for employees and management.
- Install and configure computers, monitor, and network infrastructures and Peripheral such as printers, scanners, and related hardware
- Investigating, diagnosing, and solving computer software and hardware fault.
- Troubleshoot problems with computer applications systems, including troubleshooting hardware and software, e-mail, network, and peripheral equipment problems; make repairs and corrections where required.
- Establishing and maintaining reliable network connectivity for all printing and computing devices across all departments within AGRICO is of utmost importance.
- Ensuring stable internet connectivity for all departmental offices, installation, commissioning, and maintenance of CCTV cameras, and troubleshooting hardware and software issues for staff laptops and PCs.
- Install, configure, and maintain computer hardware and software systems Set up and maintain computer networks, including LAN, WAN, and wireless.
- Respond to and resolve software related issues, such as operating system errors and compatibility problems.
- Monitor and maintain computer systems and networks to prevent issues and improve performance.
- Assist with the implementation and administration of IT policies and procedures.
- Manage user accounts, permissions, and access rights.

QSL (QATAR STAR LEAGE)

01.03.2022 – 30.09.2022

Position: Technical Support

- As an Azure Cloud Technical Support, worked on technically challenging areas of networking, compute, VMs and storage to resolve customer problems on a timely manner.
- Utilized Microsoft Active Directory to create new user accounts and set up usernames and passwords.
- Installed, configured, and optimized, more than twenty dual monitor NVIDIA video cards to new and existing employees.
- Provided username and password assistance to locked out users via the Microsoft Lockout Tool.
- Monitored Hardware and Software alerts through patch Manager plus.

WISE Qatar foundation

Worked as IT support at the event conducted by WISE Qatar foundation December 2021.

GECF - Gas Exporting Countries Forum

Worked as IT support at the event conducted by GECF - Gas Exporting Countries Forum February 2022.

IQRAA INTERNATIONAL HOSPITAL AND RESEARCH CENTRE, 17.02.2020 -18.08.2021

Position: Technical Support Assistant- IT

- Knowledge of LAN and WAN technologies
- Installation and setup of routers and switches
- Responsible for maintaining and monitoring performance of network.
- Provide first-level technical support; assisting users who have network problems.
- Perform troubleshooting, diagnostics for networking problems.
- Troubleshooting switch issue like switch replacement issues in LAN & WAN connectivity issues, troubleshoot network error and performance problems.
- Oversee all Daily operations of various security products.
- Conduct peer review on all changes and incidents owned by other team members.
- Maintain the technical architecture of the assigned security. solutions, ensuring all components perform as expected meeting established service level objectives for system uptime.
- Maintain hardware/software revisions, security patches, hardening, and documentation.

	- Install and configure software system that support the network infrastructure such as Network monitoring systems, Log monitors, DNS servers, Firewall. - Responsibility to pick up calls and understand the issue and raise a ticket on behalf of the user and troubleshoot the issue. - Deliver support for Remote Access VPN and troubleshooting when necessary. - Support and provide solutions for network failures, making recommendations for possible fixes. - Coordinate with team members to reduce technical complication sand collaborate on projects. - Configuration of wireless access points - VLAN configurations - Assigning of IP addresses to connect devices on network. - Knowledge of IP addressing scheme using subnet - Knowledge of VPN - Understanding network Zones - Configuration of CCTV and maintenance **NAWABIG COMPUTERS**, Makkah Saudi Arabia Period: 15.01.2017 to 01.02.2019 **Position: Desktop Technician** - Installing, Diagnosing, Repairing, Maintaining, and upgrading all PC/Laptop Hardware and Software Issues - Backup and upgrading Systems. - Connecting Desktops and Laptops to Printers Resolve Hardware and Network Connectivity Issues

ACADEMIC PROFILE	➤ Polytechnic Diploma in Electronics & communication (State Board of technical education Kerala) ➤ CISCO Network Administration Course (leading to CCNA Certification) Sn:020666 ➤ Higher Secondary Markaz karanthur
TECHNICAL SKILLS	➤ CCNA Routing & Switching ➤ Microsoft 365 ➤ One Drive ➤ Antivirus (Avira, Kaspersky) ➤ ERP Microsoft Dynamics NAV ➤ Active Directory ➤ Domain Name System (DNS) Servers ➤ windows 2019 server ➤ Network Troubleshooting and Configuration ➤ VLAN ➤ Port forwarding ➤ Trunk port creation, ➤ VPN configuration ➤ Network infrastructure ➤ Firewall (Sophos) ➤ Linux Mint ➤ Closed-Circuit Television Systems (CCTV) ➤ Installation & configuration of LAN ➤ Troubleshooting the network related problems. ➤ Trouble shooting & maintenance of pcs. ➤ Installation of operating systems windows and Linux. ➤ Operating Systems Administration (Windows, Linux, macOS) ➤ Installing of various software. ➤ Installation of device drives& hardware components. ➤ Configuration of Router, Modem, scanner and IP Phones ➤ Cloud Computing Services (e.g., AWS, Azure, Google Cloud)

PROFESSIONAL SUMMARY	➢ Experience in IT as well as network system management. ➢ Knowledge in implementing Servers and capable of managing Router Based Networking system. ➢ Experience with various ERP software's. ➢ Knowledge of Network Switches, Routers, I P Camera, and Total Network infrastructure ➢ Knowledge in Ms. Office packages: Excel, Word, One Drive, Outlook (configurations and maintenance) ➢ Provides software and hardware support and training to staff. ➢ Provides support to end users for better performance. ➢ Flexible to work in any kinds of shifts. ➢ Performs configuration and monitoring. ➢ Performs daily monitoring and support. ➢ Handle reactive service support activities such resolving failures, degraded performance issues, abnormalities in system operations. ➢ Experience in working Linux platform (Ubuntu, Linux mint 18) ➢ Experience Investigating, diagnosing and resolve all network problems and other hardware, software issues. ➢ Preparing relevant IT documentation
PERSONAL INFORMATION	Contact No: +974 33192996 Date of Birth: 30-03-1995 Gender: Male Nationality: Indian Languages Known: Malayalam, English, Hindi (Basic), Arabic (Basic) Driving license: Qatar driving license, KSA driving license, Indian driving license