

Objective

IT Support Administrator with 11+ years of global experience in SW development project & people management and infrastructure spanning the Oil and Gas Insurance Electronic Media and Pharmaceutical industries, Seeking a challenging and rewarding full-time career, with an opportunity to work on bleeding edge solutions which utilize my technical skills.

Skills

ITIL, Training Skills.

Work Experience

IT Support Administrator

ABC Corporation - 2015 – 2020

- Managed Server Quotas and Domain access across multiple LAN and WAN locations.
- Troubleshoot Server Hardware and Software Issues Investigate and isolate issues, identify corrections necessary, implement correction or escalate, follow up for conformation of resolution and document for training, future reference, and SOA.
- Trained and assisted user on new desktop and applications.
- Troubleshoot Desktop Hardware and Software Issues Investigate and isolate issues, identify corrections necessary, implement correction or escalate to developers, follow up for conformation of resolution.
- Created documentation for training, future reference, and SOA.
- Created Process and Training Documentation SOA Coordinator Create, implement, maintain and document ALL processes Inventory Management Record and maintain server / desktop and hardware / software inventory for internal audit of location, department allocation, warranties, life cycle, and Licensing.
- Managed technical operations of the company all over GCC.

IT Support Administrator

Delta Corporation - 2008 – 2013

- Tier 1 technical support like general desktop support and software.
- troubleshooting.
- General software, like VPN and VNC client, install and configuration.
- RSA SecureID and Active Directory administration.
- Managed the daily functions of the database and provided reports to manager Developed processes and policies for technical users and end users .
- Respond to employees regarding a wide variety of computer software, hardware, infrastructure and networking issues.
- Identify, research and resolve technical problems.

Education

Business Management