

## KHALED BIN SAYEED

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A qualified IT graduate with experience in various aspects of CISCO Networking and Microsoft Administration. A multi-tasking individual. A Confident and enthusiastic professional, able to work effectively under pressure, as part of a team and individually. Career oriented keen to face tough challenges and looking to gain good experience in related fields in a reputed organization.

## EDUCATION

June-2009	<b>Bachelor degree (B. Tech in Computer Science and Engineering)</b> Maharashtra Institute of Technology (M.I.T) under Dr. BAMU Aurangabad India, with distinction
June-2006	<b>Diploma in Computer Technology</b> Maharashtra Institute of Technology (M.I.T) under M.S.B.T.E (MUMBAI) India, with First class
June -2000	<b>C.B.S.E</b> Indian Embassy School Sana's Republic, Yemen with 1 <sup>st</sup> class

## EXPERIENCE PROFILE

**1. Working for University of Sharjah from 15<sup>th</sup> May 2017 till date**

Designation: **IT Supervisor(LABs).**

Responsibilities:

- Incharge for the Computer LABs in College of Health Sciences Main Building.
- Provide IT support to all the faculty and staff in College of Health Sciences.
- Incharge for updating and designing the website for the college.

**2. Working for University of Sharjah from 5<sup>th</sup> Jan 2014 till date**

Designation: **Team Leader of IT Helpdesk Management Systems**

Responsibilities:

- Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries.
- To install and configure the PC, printer and scanners as per the requirement.
- Solving Printing problem (Paper jams, printing orders stuck) and power supply problems for the PC.
- Troubleshoot USB flash drives, pc for virus and data recovery.
- Assist faculty, staff and students in Wireless issues, operating system related for notebooks and laptops, software issues and guide the action to be taken in some cases.
- To resolve issues related to wireless connection on smart phones and tablets of faculty, students, and administrative staff.
- Trouble shoot Email issues with Staff, students, Faculty.
- 1st and 2nd line support - troubleshooting of IT related problems from in-house software to hardware, such as Laptops, PCs and Printers.
- Basic knowledge of DATA SHOWS & WHITE BOARDS.

- Troubleshoot basic network issues
- Escalate unresolved calls to the infrastructure support team.
- Log all calls in the Service Desk Call Logging system.
- Manage the team of service desk agents and train them.
- Train the UOS students coming for the summer training.
- Use the SCCM for the remote access.
- Follow-up with end users and technicians to ensure the issue is resolved.
- As service desk administrator keep close view on the mail server and the mail fetching system, create groups, technician and users and assign them to respective groups and make sure all users have access to the Service desk system.
- Service desk Agent Receiving, logging and managing requests in service desk call logging system from users via email, calls (**Arabic & English**) or in person Responsible for providing technical assistance and support for incoming queries and issues related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, and determines and implements solution.
- Service desk Administrator (Create new group and add technicians and assign them to group in Service desk system, check the email fetching process timely) Act Service Desk Administrator and make sure the User has access to the Service Desk System (**manage Engine service desk plus**)
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
- To update the service desk, manage engine with the latest version and troubleshoot & Manage the SD server.
- Assist faculty, staff and students in Wireless issues, and guide USERS with issues related to Operating system for notebooks and laptops, smart phone software issues and guide the action to be taken in some cases within the limitations of University IT policy.
- To keep track of the windows update server (WSUS) with the latest patch and troubleshoot if any update affecting any service for the end user.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Provide basic in-house training in MS Office applications used within the Association (Word, Excel, Outlook, PowerPoint).
- Provide stats for the weekly Service Desk report on call trends.
- Publishing support documentation to assist staff with requests for information & provide staff training if required.
- Reset the Active Directory user accounts for Students.
- Keep track of the devices being sent from remote branches (Maleha, kalba, khorfakan, community college) and log call and assigning accordingly.
- Excellent conceptual and analytical problem-solving abilities and solid written and verbal communication skills in **English and Arabic** and excellent organizational skills
- Assist and support staff, faculty & students level 1support in the **MIS (banner system)** and **Black board system**.

3. Worked for the **Ministry of Justice (Sharjah Courts, UAE) under Higher colleges of technology(HCT)** for the project(E-JUSTICE) developed by **Crimson logic**

Designation: **IT ASSISTANT ENGINEER** from **27<sup>th</sup> Feb 2011** till **25<sup>th</sup> December2013**.

**WORK DETAILS:**

- Troubleshoot and diagnose issues related to software, hardware and networking, also provide level I support.
- Be a mentor and coach for staff for the **CMS (Case Management System CMS, E-Notary)** on the proper flow of the SYSTEM and troubleshooting on the issues and to do the work around if needed.
- Installing MS Windows 98, XP, 2007, 2000/2003, 2008 Server, Professional, Workstations.
- Creating User, User Profiles, Permission Levels.
- Installation, Configuration & troubleshooting of scanners (Fujitsu fi-6130, fujitsu-5120C, Cannon-DR 3010C) & printers (HP brother-HL 5350-DN, HP laserjet-P2055D & P2015 N & P3015, Kyocera-KM-5050).
- Support applications and operations with technical consultation if needed.
- Provide the required technical and application support to users in **Arabic & English** (more than 50 users).
- Provide computer help desk support and technical training on hardware/software /application to end users.
- Communicate and document the support issues and escalating to the appropriate IT staff or management when necessary.
- Customize and adapt software packages as required and perform routine maintenance and updates.
- Upgrading LAN according to Company requirement.
- Incharge for the IT equipments store room, maintaining a detailed record of required IT equipments to users and delivered IT Equipments by vendors.
- Provide at times computer help desk support via telephone communications with end-users.
- Provide periodic reports to the Supervisor as needed.
- Maintain and update the Problem Log sheet.
- Monitor and maintain the data centre report daily and escalate to the appropriate Staff if required.
- Troubleshooting experience with various forms of computers and other PC peripherals such as printers, Scanners.
- Desktop (PCs, Laptops and Peripherals) hands-on experience for both hardware and software.
- Proficient with the Microsoft products environment.
- Coordinate activities among different groups of users in respective departments in the court.
- Carry out assignments, alone or as part of a team, applying knowledge, skills, and experience.
- Demonstrate an understanding of the issues and problems raised and proposes viable solutions within the acceptable scope.
- Work with users, technical support teams, monitor and report on the progress of required tasks and maintain an emphasis on the early identification and, rectification of problems.
- Provide customer service that increases the current customer satisfaction levels.
- Maintain documentation of existing systems and processes.
- Provide appropriate and required guidance and support as needed for application, including first-level support as required.
- Guide and assist in other on-going projects in other upcoming functional units, from time to time, as directed by the Group Leader, the supervisors, and the Group Chief Information Officer.

4. Worked for **TARGETINCS (Dubai, UAE)**  
Designation: **NETWORK ENGINEER** from **28<sup>th</sup> November 2010** till **26<sup>th</sup> February 2011**.

## WIRELESS

- Site inspection for the wireless radio to be installed for clients in Abu Dhabi such as (ALDAR CENTRAL MARKET, INJEZAAT, YAS MARINA, YAS ROTANA, ABU DHABI ROTANA).
- Installation and configuration of the wireless INFINET radios.
- Installation of connecterized and integrated wireless radios.
- Alignment of the wireless radios using the alignment tool.
- Initial configuration of CISCO Router.
- Worked on Netgear Switch.
- LAN cabling and testing.

## PROFESSIONAL CERTIFICATION & TRAINING

- **MCTS**                    **Microsoft Certified Technology Specialist**
- **MCP ID**                **7308658**
- **CCNA**                  **Cisco Certified Network Associate**
- **CISCO ID**             **CSCO11773175**
- **VMWARE**            **VSPHERE5.5(VCP-DCV entry level) & VSPHERE5.5(VCA-DCV)**
- **CompTIA Network+**
- **ITIL**



## TECHNICAL SKILLS

- Operating System: MS-Dos, Windows 98, XP, 2003, 2008, 2007, Basic LINUX (RHEL 5)..
- Word Processor: Microsoft- Word97, 2000, XP, 2003, 2007,2010,2013
- Presentations: Microsoft PowerPoint, 2000, XP & 2003.
- Networking Products: ROUTERS, SWITCHES, NIC, MODEMS, ACCESS POINTS, LAN CARDS, and CONVERTERS.

## CISCO NETWORKING

- Initial configuration of CISCO Router.
- WAN interface Configuration.
- IOS backup and router configuration backup.
- Password recovery for Cisco Router.
- IP Routing (Static and Dynamic-RIP, OSPF, EIGRP) and Troubleshooting.
- Configuring and maintaining security by Access control list (standard and extended).
- NAT (Network Address Translation)/PAT (Port Address Translation).
- Initial Configuration of Switch (Port Security, STP).
- LAN Switching (VTP, VLAN Routing).
- Wireless LAN Configuration.

## SYSTEM ADMINISTRATION

- Installing MS Windows 2000/2003, 2008 Server, Professional, Workstations.
- Installation of Active Directory Domain Controller in MS Windows 2008.

- Configuring Member Server, Client & user Configuration i.e. creating users and assigning Permissions to these users (user logon policies, password policies, account lockout policies etc., permission level).
- Creating user Profiles.
- Configuring DNS, DHCP servers.
- Files Sharing Permissions over the network.
- Creating Volumes on Disk (Simple, Span, Striped).
- Installing and Configuring of Local and Network printers.

## PROJECTS

- Coaching Class Management System in Visual Basic 6.0.
- Six months Implant training at Space Soft Solutions Pvt Ltd Aurangabad, having platform in Networking (LAN).

## CAREER PROGRESSION

I have undergone a basic course Microsoft **windows 2012 server** and **VMWARE VSPHERE5.5** (Creating and managing VMS, configure & Manage **Vcenter server, Virtual storage**, Resource Management, **HA & FT**) Basic knowledge of LINUX (RHEL 5) in the field of System and Network Administration, including system installation, troubleshooting and maintenance of Networks LAN & WAN across different platforms MS-Windows, Enterprise Edition & Cisco Routers, Switches, and Access Points.

## OBJECTIVE

I am a highly dedicated individual who has an ambition to succeed highly in any environment. I love to be best among the equals and to prove as an asset for the organisation with my service. To use my technical and analytical skills, my ability to communicate ideas and desire to improve efficiency, in order to share benefits with the organization and to be successful and accomplished in everything that I do.

## PERSONAL DETAILS

Date of Birth	:	<b>27th August 1984</b>
Driving License	:	<b>Valid UAE License</b>
Visa status	:	<b>Residence (UAE)</b>
Marital Status	:	<b>Married</b>
Sex	:	<b>Male</b>
Languages	:	<b>English, Arabic, Hindi, Urdu</b>
Contact	:	<b>+971-56-11-431-55/ +971-52-50-620-79</b>

**Khaled Bin Sayeed**  
**B.Tech Engg**