

Khaled Bin Sayeed

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University City Road, Sharjah

PROFESSIONAL SUMMARY

A competent IT support professional with experience in providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues and performing diagnostics and resolving customers/ users technical problems related to hardware and software problems in a timely and accurate fashion via telephone, e-mail, and one-to-one. Having a proven track record of successfully finding the root causes of problems, resolving them, or forwarding suggestions for improvement possessing excellent client-facing skills, natural problem solving, and analytical skills, and able to contribute to the development of best practices, procedures, and policies within a company. A Confident and enthusiastic professional, able to work effectively under pressure, as part of a team and individually. A highly dedicated individual who has the ambition to succeed highly in any environment. Love to be the best among the equals and to prove as an asset for the organization. Now looking to further an already successful career by working for an ambitious and expanding company.

WORK EXPERIENCE

User Support Technician (LAB OFFICER)

May 2017 - Present

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- Install, configure, upgrade, maintain, troubleshoot, and diagnose Level 1 issues related to software/hardware/network for users (90+) and IT lab devices each semester and/or when necessary, as well as ensure compliance with license agreements and copyright legislation when using licensed software.
- Update and upgrade the college website page using MS-SharePoint Software.
- Managing and maintaining all classroom devices and multimedia for smooth operation.
- Creating & Deploying Windows Image on PC and taking a proper backup before deploying.
- Repairing equipment and replacing parts if necessary and open tickets to the vendor if under warranty.
- Resolve the issues for the users through the Helpdesk Assigned Tickets and escalate and Coordinate between IT Center sections to resolve incidents whenever if required.
- Providing effective incident and problem resolution using highly automated tools such as remote access SCCM, online support (Team viewer, Anydesk) as per the University IT policy.
- Create Shared folders on the network drive and provide permissions as requested.
- Troubleshooting systems and network problems, diagnosing and resolving hardware/software faults, troubleshoot USB flash drives and pc for virus and data recovery.
- Assist faculty, staff, and students in Wireless issues, operating systems, and Microsoft office 365 related to notebooks and laptops and reset passwords for students, staff, and faculty.
- Maintain, monitor, and troubleshoot the network issues in the College building and ensure the network connectivity is UP and activate network points as and when required.
- Prepare events documentation and follow-ups with relevant teams and departments.

Team Leader IT helpdesk

Jan 2016 - May 2017

- Manage the team of service desk agents and train the University students coming for the summer training.
- Follow-up with end-users and technicians to ensure the issue is resolved.
- Keep a close view of the mail server and the mail fetching system, create groups, technicians, and users, assign them to respective groups, and make sure all users have access to the Service desk system (Manage Engine Service Desk Plus).
- When necessary provide technical assistance and support for incoming queries and issues related to computer systems, hardware, or software, reset the Active Directory user accounts for Students.
- To keep track of the windows SERVER update service (WSUS) with the latest patch and troubleshoot if any update affecting any service for the end-user.
- Define and create the Priority matrix and update the service desk ManageEngine with the latest version and troubleshoot & manage the SD server.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles to deliver top-notch customer service.
- Generate reports for the IT audit Team from the ServiceDesk, contribute to management meetings as required by the Manager, coordinate with the vendor for the license renewal and business needs.

IT helpdesk Technician

Jan 2014 - Jan 2016

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- Act as a single point of contact for both telephone and desk-side, and emails from staff related to computer systems, software, and hardware - follow up with users, provide feedback and see problems through to resolve helpdesk tickets in a timely manner.
- Creating user guides and documentation for known issues.
- Provide efficient escalation of issues to the appropriate section within the IT department if the call is beyond the scope.
- Follow up with relevant technicians for updates on problems passed on to them and monitor the Help Desk for tickets assigned to the queue.
- Ensure proper ticket recording, documentation, and closure and ensure user service levels (SLA) are met.
- Assist faculty, staff, and students in Wireless issues, and guide USERS with issues related to the operating system for notebooks and laptops, smartphone software issues and guide the action to be taken in some cases within the limitations of University IT policy.
- Take ownership of user problems, follow up on the status of problems on behalf of the user, and communicate progress in a timely manner.
- Keep track of the devices being sent from remote branches and log calls and assigning accordingly.
- Assist and support staff, faculty & students' level 1 support in the MIS (banner system) and Blackboard system.

IT/Web services Assistant

Mar 2011 - Dec 2013

CERT Higher Colleges of Technology • Abu Dhabi

- Act as the first point of contact for the Application/software issues in person and via Calls.
- Provide the required technical and application support to users.
- Troubleshoot, and diagnose Level 1 issues related to software, hardware, and networking and

resolving them.

- Installing and troubleshooting scanners, printers, and, electronic signature pads, etc.
- Be a mentor for court staff for the CMS (Case Management System, E-Notary) and guide the proper flow of the system and troubleshooting the issues, and to do the workaround if needed.
- Provide customer service that increases customer satisfaction levels.
- Work with users, technical support teams, monitor and report on the progress of required tasks, and maintain an emphasis on the early identification and, the rectification of problems.
- Coordinating between users, IT department, and PMO section to resolve incidents whenever needed.
- Guide and assist in other on-going projects in other upcoming functional units, from time to time, as directed by the Group Leader/ supervisors.
- Communicate, follow-up, and document the support issues and escalating to the appropriate IT staff or management when necessary.
- Publishing support documentation to assist staff with requests for application/software information & provide training.
- Provide periodic reports to the Supervisor as and when needed to maintain and update the Problem Log sheet.

EDUCATION

B. Tech in Computer Science and Engineering

Jun 2009

Dr. Babasaheb Ambedkar Marathwada University • Aurangabad

Bachelors in Technology -Maharashtra Institute of Technology (M.I.T) under Dr. BAMU
Aurangabad India, with distinction

Diploma in Computer Technology

Jun 2006

Maharashtra State Board of Technical Education • Mumbai

Maharashtra Institute of Technology (M.I.T) under M.S.B.T.E (MUMBAI) India, with First class

SKILLS

Active Directory-Antivirus-Structured Cabling-Wireless networking-Customer service-Documentation-Teamwork-Notebooks, PC, WYSE device-Managing, Supervising-Office 365-Windows O/S-Configuration-SharePoint-Call handling-Troubleshooting-Fault-finding-Desktop support-Data entry-Software diagnosis-Hardware diagnosis-Hardware upgrades-Application support-Exceptional telephone etiquette-Staff education and training-Application installations

PROFESSIONAL CREDENTIALS

- CISCO CERTIFIED NETWORK ASSOCIATE
- Microsoft Certified Professional
- VIRTUALIZATION (VMware)