



# MOHAMMED SHFFAF

## IT Technical Support/Desktop Support

📍 Manama, Kingdom of Bahrain

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🚗 Valid Bahraini Driving License

### EXPERIENCE

#### Al Bahrain Trading Co. W.L.L

IT Technical Support & Inventory Coordinator (June 2018 to Present)

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners. Setup new user's accounts and profiles and deal with password issues.
- Monitoring and maintaining hardware, software, systems, networks, printers and scanners.
- Coordinate with vendors to resolve technical problems with desktop computing equipment and software and maintaining records of software licenses & maintain Inventory of installed software.
- Ensure desktop computers interconnection seamlessly with diverse system.
- Upgrading and maintaining of entire desktop systems. Support in testing and deployment of new applications and systems. Ensure security through access control, backups & firewalls.
- Validate & approve VPN access for all remote users with in the organization.
- Perform security checks and install anti-virus in the systems to avoid virus attacks.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues.
- Creating and maintaining company's database in the application to optimize business operations.
- Installation, Configuration, Maintenance & Implementation of ERP/POS software as per company's standard operating procedure and keeping databases up to date.
- Install and maintain the performance of database servers and manage database access.
- Define users and enable data distribution to the right user, in appropriate format and in a timely manner.
- Monitor database performance, implement changes and apply new patches and versions.
- Informing end users of changes in databases and train them to utilize systems.
- Meeting supply chain objectives and ensure all documentation related to inventory flow is accurate and filled correctly in application to maintain the proper stock.
- Perform complete inventory checks of all stock and supplies once a year.
  - Finding and rectifying the problem in database and application.
  - Coordinating with accounts team to ensure application is working smoothly.
  - Generating registered Barcodes & designing print format of barcode & setting the printer.
  - Creating advance interactive KPI reports using Microsoft power bi application.

#### Modern Supermarket

IT Technical Support & Inventory Coordinator (Jan 2016 to May 2018)

- Install, Configure, Monitor & Maintain Server, POS Systems, POS Application, Network switch, Printer, Scanners.
- Identifying & solving any problem that arise with Software, Hardware & Network.
- Analyzing the root of problem and giving the best possible solution to optimize work flow
- Created the Database of company for the business application (POS Software).
- Coordinate with vendors to develop new features in the software as per company requirement.
- Training staffs to keep them updated to the latest technologies & new features.
- Configuring systems & application as per company standard operating procedure.
- Creating products in the POS software with proper information to optimize business.
- Designing Invoice print format for POS software as per ministry requirements.
- Implemented Tax system as per ministry rules & regulations in the POS software.
- Coordinate in back office work like Purchase, Debit note, Stock receiving, Barcodes printing.
- Designing & Upgrading IT Infrastructure of the company with latest technology.
- Supported sister concern company to implement the same POS software.

### ACHIEVEMENTS

- Implemented ERP/POS software in the company successfully.
- Implemented Barcode labeling and scanning for invoicing in POS software successfully
- Implemented Inventory Management system in company's POS software successfully.
- Worked on multiple ERP/POS Applications (Go Frugal, IQ Soft, Tally, Diamond Catalyst, Diamond Nexus for POS, Busy Accounting Software, and Basic knowledge of Oracle NetSuite).

### ABOUT ME

A bright, talented and ambitious IT Technical Support with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware, software and Network problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

Looking for a suitable IT Technical Support position with a successful and dynamic company that offers room for progression.

### PERSONAL DETAILS

- DOB : 12-07-1992
- Nationality : Indian
- Visa Type : Employment Visa
- Languages : English, Hindi, Urdu, Telugu

### Education

2010-2012      **Intermediate**  
Sri Chaitanya Junior College  
Andhra Pradesh, India

2009-2010      **SSLC**  
Anjuman Boys High School  
Karnataka, India

### SKILLS

- SQL Management Studio
- Microsoft Office
- Power Bi Reporting
- Windows OS
- Windows Server OS
- Active Directory
- Remote Desktop Protocol
- ERP & POS Software
- Troubleshooting
- VPN Access

### PERSONAL SKILLS

- Problem Solving
- Teamwork
- Attention to Detail
- Logical Thinking
- Multitasking
- Meeting Deadlines
- Fast Learner
- Flexibility
- Prioritizing
- Decision Making