

SHEICK FAREED

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ICT Systems Support Engineer

Flat 1, BLD 26, Al Dair, Bahrain



SUMMARY

Experienced ICT System Support Engineer with 8+ years in demanding airport environment. Strong troubleshooting, system administration, network management & service delivery skills. Proven track record of delivering effective solutions, exceeding client expectations, and optimizing system performance. Master's degree with industry certifications. Results-driven and adaptable.

EDUCATION

Bharathiar University

Masters's Degree in Informatics
2009 - 2011

Noorul Islam College of Arts & Science

Bachelor's Degree in Informatics
2006 - 2009

PROJECTS

- Operation Readiness and Airport Transfer (ORAT) which includes Implementing, configuring, and testing airport systems in new terminal.
- Leading CCTV replacement projects with advanced NVR technology, managing the end-to-end process from planning to installation, ensuring seamless migration and enhanced security in Bahrain Airport Corporate Office.
- Coordinating with all tenants in Bahrain airport for their requirements and providing them the necessary infrastructure.
- Commissioning video walls for emergency operation center backup in airport corporate offices. Proficient in planning, installing, and configuring display systems to ensure efficient operation during critical emergency response scenarios.

CERTIFICATIONS

- MSCA Server 2016
- Azure Fundamentals

PROFESSIONAL EXPERIENCE

ICT System Support Engineer

Bahrain Airport Company | 2017 - Present

- Managing Active Directory and Azure AD, specializing in the creation, deployment, and upkeep of secure and optimized Active Directory infrastructures, including Azure AD integration.
- Office 365 Enterprise E3 Service Management expert proficient in overseeing and optimizing the administration and functionality of Office 365 E3 services.
- Skilled in DHCP configuration and management to ensure reliable and efficient network connectivity.
- Troubleshooting Exchange 365 & Cloud Administration.
- Proficient in configuring and maintaining mobile devices using Intune for streamlined management and enhanced security.
- Experienced in VMware configuration and support, ensuring efficient virtualization infrastructure and resolving technical issues.
- Experienced in Azure Virtual Machines, enabling me to optimize and troubleshoot virtualized environments within the Azure cloud platform
- Data Backup and storage using Dell EMC Data Domain.
- Highly skilled in installing, configuring, and maintaining user software applications, including airport operation software, to ensure seamless functionality and optimal performance. Proficient in troubleshooting software-related issues and providing comprehensive user support to drive operational efficiency and user satisfaction.
- Proficient in SCCM deployment and its various functionalities, including OS deployment, patching, remote software installations, driver updates, and software metering, to streamline IT operations and enhance system management capabilities.
- With expertise in print server management on the Windows Server 2019 platform, I excel in configuring and maintaining print queues, managing printer drivers, monitoring print jobs, and swiftly resolving any print-related issues.
- Experienced in administering Cisco Unified Communications Manager (CUCM), overseeing system configurations, managing user accounts, monitoring call activity, and ensuring the efficient operation of communication services.
- Skilled in the complete maintenance of the CCTV system in the corporate building, including the NVR with RAID 5 configuration. Proficient in monitoring system performance, addressing issues promptly, and implementing robust security measures to ensure comprehensive surveillance and protect the premises effectively.

- Experienced in leveraging Forcepoint for mail control, I adeptly manage and monitor email communications, enforce security policies, and mitigate risks. Skilled in maintaining Forcepoint email security solutions, I ensure robust protection against spam, malware, and data breaches. My focus on data privacy and compliance allows me to promptly identify and address email-related threats, fostering secure and efficient communication channels.
- Skilled in Group Policy management for effective security enforcement, user configuration management, and streamlined administrative tasks. Proficient in designing, deploying, and troubleshooting GPOs to optimize system performance and enhance security.
- Managing Biostar SACS (Security Access Control System). Skilled in configuring Biostar SACS to enforce access control policies and enhance facility security. Experienced in integrating Biostar SACS with other security systems for comprehensive solutions.
- Ensuring the server rooms in the corporate buildings are inspected based on our audit guidelines which includes periodic check on UPS, AC maintenance, lights etc.
- Asset management utilizing ITSM tools, I ensure accurate identification, documentation, and maintenance of assets throughout their lifecycle. With a strong understanding of asset management best practices.
- Experienced in providing end user support, with a focus on catering to the unique needs of C-level executives in an airport corporate office setting. Proficient in delivering prompt and personalized technical assistance, troubleshooting issues, and ensuring smooth operations of technology solutions critical to executive productivity and efficiency.
- Effectively managed ITSM ticketing systems, by handling and prioritizing IT service requests, incidents, and changes. Proficient in providing exceptional customer support and ensuring timely resolution. Additionally, I have a strong ability to generate comprehensive reports that track performance metrics, analyze trends, and support informed decision-making for efficient IT service management.
- Experienced in software license management, I effectively track and maintain licensed software assets, ensuring compliance and optimizing costs.

Management Roles

- Planning and organizing trainings on new systems for the complete team.
- I ensure timely installation and maintenance of new hardware and software by effectively following up with vendors. Skilled in coordinating deadlines and communicating requirements.
- Handled confidential documents and maintained their proper organization.
- Maintaining the IT procurement process and stock maintenance by placing orders of spares and other consumables for uninterrupted functionality of the IT infrastructure, by coordinating with all departments.
- Experienced in budgeting, tendering, tender evaluation, and cost analysis. Proficient in financial planning, procurement processes, and cost optimization.

System Administrator

White Lake Technologies | 2015 - 2017

- Skilled in configuring and maintaining operating systems (such as Windows, Linux, or macOS) and ensuring system security through patch management and antivirus software.
- Skilled in monitoring system performance, conducting system optimizations, and resolving technical issues to ensure optimal system functionality and user satisfaction.
- Provided administrative support, including answering phone calls, responding to emails, and preparing correspondence.

Copy Editor

Scientific Publications Limited | 2012 - 2013

- Style and Formatting for STM Journals
- Assist in improving the overall structure, flow, and readability of the article. This may involve rephrasing sentences, improving paragraph transitions, and suggesting revisions to enhance the clarity and impact of the research presented.
- Fact-Checking and Cross-Referencing: I verify the accuracy of information, data, and references cited in the article. I cross-reference the citations with the corresponding sources to ensure their reliability and authenticity.