

AJMAL K A

IT ADMINISTRATOR

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PROFILE

With diverse experience in IT administration for 6 years, I am currently looking for a career growth with a major corporate, who uses the latest technologies in IT Domain and to work with commitment and dedication, which will enhance my project/people management and technical skills and realize my potential.

CAREER REVIEW

IT Engineer at GFH, Bahrain

15 June 2021 – Present

Duties:

- Monitoring and maintaining computer systems and networks to ensure their smooth operation and availability.
- Managing and maintaining servers, including operating system installation, configuration, and updates.
- Setting accounts and workstations.
- Performing regular system backups using Veritas NetBackup and ensuring data redundancy and disaster recovery plans.
- Implementing and managing security measures to protect systems and data from unauthorized access, viruses, and other threats.
- Providing desktop, server and application support to more than 200 users and 500 devices such as desktops, laptops, switches, firewalls, IP phones, smart boards, printers, smart phones.
- Configuring and troubleshooting Fortinet VPN.
- Managing Active Directory through One Identity Tool.
- Monitoring and maintaining documentation of Trend Micro Antivirus
- Managing all IT related licensing contracts with our software vendors.
- Monitoring and maintaining the access card system.
- Maintaining, monitoring, and troubleshooting network printers using print server.
- Monitoring service desk tickets using SERVICE NOW ticketing tool.
- Maintaining and updating the inventory database of all department computers and IT related equipment.
- Connecting remotely to troubleshoot users in other countries with GotoAssist remote support.
- Responsible for creating and managing various projects while prioritizing and mitigating issues that arise.
- Maintaining, monitoring and upgrading the latest Windows updates using WSUS.
- Providing remote support to users for CRM and ORACLE in coordination with developers.

IT Support at Arcapita, Bahrain

14 August 2018 – 10 June 2021

Duties:

- Providing desktop and application support to more than 100 users.
- Installing, configuring and troubleshooting Windows operating system (Win 10).
- Installing and troubleshooting of Microsoft Office 365.
- Installing and troubleshooting printers primarily Xerox, HP and Canon.
- Troubleshooting and configuring desktops, laptops, Smart Phones and iPads.
- Responding to queries either in person or over the phone.
- Maintaining daily performance of computer systems.
- Managing relationships with multiple vendors.
- Responding to email messages from users seeking help.
- Asking questions to determine the nature of the problem.
- Providing training to interns from different universities and organizations.
- Installing computer peripherals for users.
- Following up with users to ensure the issue has been resolved.
- Gathering feedback from users about computer usage.
- Contributing ideas on ways to better solve problems, serve the client, and improve productivity
- Creating reports for Service desk statistics

IT Support at Axion Imagineering, Bahrain

27 December 2017 – 27 June 2018

Duties:

- Handling internal and external calls from users regarding IT incidents or service requests.
- Providing remote support to users on various client devices.
- Providing client device support for users.
- Ensuring proper documentation, notification, escalation, tracking, and follow up on all incidents/service requests.
- Installing and configuring of OS and Software.
- Installing, Configuring and troubleshooting printers.
- Handling user access administration on various systems.
- Identifying systematic problems and recommending opportunities for improvement.
- Following up with users to ensure satisfaction.
- Preparing reports.

SKILLS SUMMARY

- Veritas NetBackup.
- FortiGate firewall and Fortinet VPN.
- Windows Server [AD, DHCP, DNS, WSUS, Print Server].
- Remote Support [TeamViewer, GotoAssist, Anydesk]
- Cisco Router, switches and firewall.
- Azure
- Cisco Meraki Access point
- Access control system (Suprema, Honeywell)

EDUCATIONAL PROFILE

- BSc Computer Science [Calicut University]
- +2 Science [Kerala State Higher Secondary Board]
- 10th CBSE, India 2010

COURSES

- CCNA
- MCSA

PERSONAL DETAILS

- Date of Birth : 28-01-1994
- Sex : Male
- Nationality : India
- Languages : English
- Passport No. : P9826910
- Visa status : Residency Visa

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

BAHRAIN

AJMAL KA