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# **SHAHUL HAMEED**

# **Email:** [**peershahul81@ymail.com**](mailto:peershahul81@ymail.com) **, Mobile: +973 38302854.**

**System Administrator/Desktop Support / Remote Support / ICT Field Support /Technical Support**

**PROFESSIONAL SUMMARY**

With more than 12 years of experience in the area of systems and networkand hands-on experience in managing and administrating large corporate networks. expertise in analyzing information system needs, evaluating end-user requirements, troubleshooting complex systems issues for a challenging environment.

**AREAS OF EXPERTISE**

* Troubleshooting of Hardware and Software issues, assembling, servicing and troubleshooting of systems.
* Configuring, installing, maintaining and troubleshooting of client OS like. WindowsXP, Vista, windows7 and Windows 8, Windows 10.
* Troubleshooting server and Client PCs by Remote Control and MS Windows Net-meeting,
* Updating Virus Definitions across the Network and Monitoring.
* Handling the daily operations to ensure that the services and the infrastructure are up & running and provides a high degree of reliability and availability.
* Following ITIL principles and closing incidents as per defined SLA’s.
* Adapt in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting complex issues.
* Provide day-to-day troubleshooting support to a managed Network Infrastructure.
* Coordinate asset tracking for system deployment.
* Develop and create knowledge base for known and unknown issues
* Reporting technical documentation needs.
* Coordinating End User Communication and Tracking.

**Professional Experience**

ORGANISATION : ZAK Solution for Computer System W.L.L

Client : Bahrain Airport Company

Designation : ICT Field Support Engineer

From : April 2015 to April 2020

Location : Bahrain

ORGANISATION : Accenture Services Private Limited

Client : Takeda Pharmaceuticals (North America)

Designation : Remote Desktop Support Engineer L2

From : Jan 2011 to Nov 2012.

Location : India, Bangalore.

ORGANISATION : Team Computers Private Limited

Designation : Customer Support Engineer

From : Feb 2008 to Nov 2009

Location : India, Bangalore.

ORGANISATION : RPS Consultancy

Designation : Desktop Support Engineer – L1

From : Dec 2009–Jan 2011

Location : India, Bangalore.

**Roles and Responsibilities:**

* Provide hardware and software supports to Bahrain International Airport and Bahrain Airport Company.
* Installing, configuring, troubleshooting and managing FIDS (Flight Information Display system) screen weather information screens in Airport
* Deploying, maintaining counters / Load control / Ramp / Watch Tower and relevant area.
* Coordinating with entire Airlines IT Support and understanding their requirements in Airport and assisting them accordingly.
* Also taking care of updating in case of connection of application related issue including upgrades (ULTRA, SITA, SABRE and AMADEUS).
* Public announcement system and Call center systems maintenance.
* Understanding networking and ICT requirements in Airport.
* Testing and setting computers, networks and installing software for various application and programs.
* Faultfinding on the outages and fixing them.
* Installing, troubleshooting and maintaining network, local Printers and Scanners
* Analyze, consolidate and tune system for optimal efficiency.
* Monitor systems and platforms for availability.
* Bio metric device management and attendance reporting routinely
* Send out new or replacement equipment and oversee the return of faulty parts.
* Oversee the replacement of parts or equipment under warranty.
* Undertake other / ad hoc duties commensurate with the role as required.
* Managing Users accounts from active directory users and computers (Reset Password, unlocking, disabling, enabling, updating information and adding permission)
* Understanding request and compliant of users and assisting them.
* Administered creation of IT accounts and computers system and offered support.
* Handling Microsoft office 365 and software issues.
* Installing and troubleshooting Cisco VPN issues.
* Troubleshooting Computer Hardware and Software including iPhone, Laptops, Workstation, Monitors, Docking Station, IP phones, Printers and Scanners of all types.
* Ensuring that software licensing laws are adhered to.
* Installing configuring and troubleshooting LAN and WI-FI in work environment.
* Backing up data and deploying data at user level.
* Requesting and coordinating with vendor for required support.
* Maintain proper inventory for all ICT equipment’s.
* Performs preventive maintenance for all ICT equipment’s in Airport and HQ.

**Educational summary**

* Diploma in Information Technology

Morning Star Polytechnic College, 2003 - 2005

* Higher Secondary School Education (Computer Science)

Government Higher Secondary School Thuckalay, 2000 - 2002

**CERTIFICATION**

* Certified in Computer hardware maintenance and servicing (India & Canada Collaboration)

**TRAINING**

* Microsoft Certified System Engineer (MCSE)
* Cisco Certified Network Engineer (CCNA)

**AWARDS AND APPRECIATIONS**

* Appreciation and awarded from client MTS(System Shyam Teleservices Limited) as a best end-user support engineer.

**pASSPORT details**

* Passport no : **P1965022**