IKRIMA HAMAD

Alain-United Arab Emirates

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UAE Driving License and Car 2010

Valid UAE visa expires in 2019

SUMMYRY

As ICT Support ihandle the responsibility of resolving technical issues faced by computer users and delivering training to users by utilizing my troubleshooting experience and knowledge of IT systems. Test and review latest software, hardware, and operating systems, Management and deployment of new machines and new software installation. Monitor and ensure software applications meet standard security guidelines .

EDUCATION

United Arab Emirates University

2013 – 2017

Bachelor: Management Information Systems

Minor In Supply Chain Management& Logistics

EXPERIENCE

Technical Advisor -UniCredit S.p.A -Abu Dhabi Branch

MAY 2018 – PRESENT

- Incident management for 1st level requests Using HPSM & internal ticketing system
- Incident management for 2nd level issues in alignment with global 2nd-level support team
- Troubleshooting, Installation, administration, and maintenance of complex Windows-based workstations
- Troubleshooting along with the user to resolve a problem
- Resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, assistance with navigating around application menus,
- Supporting iPhone, iPads and other mobile devices
- Support for applications dedicated to the business (Bloomberg, Reuters, etc.)
- Hardware Interventions on the client and server (basics)
- Coordination of external hardware supporter
- Participation on global software distribution process
- Server operating, like permissions, backup and restore mechanism
- General understanding how patching works in server rooms.
- General understanding of WAN & Telephony backend devices Interaction with user management, compliance and other teams to ensure all end users have necessary access rights to perform their job

Desktop Support Engineer -Tech Mahindra- Al Ain City Municipality
FEBRUARY 2017 – PRESENT

- Attending/Resolving IT Tickets assigned by service Desk agents on time according to SLA on our HP Service Manager
- Provide effective incident and problem resolution using highly automated tools such as remote access, online support and knowledge base systems
- Provide onsite support according to the business needs
- Smart phone support (Wi-Fi Configuration, Email Configuration & Troubleshooting)
- Oversight and management of a 24x7x365 environment which may require some off-shift work
- Provide effective incident and problem resolution using highly automated tools such as remote access, online support and knowledge base systems
- Create User Account for Users.
- Modify Attributes for Users- Enable/disable/delete Inactive accounts in AD
- Reset passwords for user accounts.
- Change the user display name. Move users between OU's.
- Create Exchange Mailbox and apply Exchange Policies.

Application Support Analyst(Training) Alain Hospital Information Technology Department

- **SharePoint administrator:**
- Managing Policy Management Software (Doc Read) for ALAIN Hospital, managing users Profiles add and remove `employees accounts.
- Extracting and preparing reports from Oracle e suite ERP, HR and Supply Chain modules. Experience developing SharePoint web parts, site templates, content types

- **Web Developer:**
- Involved in hospital web site design and creation project. Also working on "Abshir" Card project) Unification of the registration system for people with special needs between Al Ain Hospital and Tawam Hospital, creating e forms, surveys, Quiz's using workflow, NINTX, Info-path.

- **IT Operation:**
- Participate with the project team to upgrade the operating system remotely to Windows 10 of the entire hospital. Applying system image, Customizations for end users.
- Team member on various projects & new system planning, testing & implantation.
- Installation, configuration, upgrade, trouble-shooting and provide first-level maintenance if needed

Research assistant Department of Transport Alain

- Organized quarterly projection data gathered by senior analysts in an orderly way for executive management.
- Reported bi-monthly data analysis findings to upper management to use in making department decisions.
- Participated in collecting, organizing, and interpreting data along with fellow colleagues.

KEY COURSES

- **Enterprise Resource Planning (SAP)**
- **MIS Project Management (UAEU)**
- **Programming Web based Development**
- **Business Intelligence(UAEU)**
- **Data and Information Management**

- **Supply Chain MGMT & Operations**
- **Supply Chain& Logistics Modeling**
- **Procurement &Supply Management.**
- **Supply Chain Application & Strategy**

REFERENCES:

Name:	Ayesha Al Dhahiri	Name:	Islam Mohammed
Job Title:	Application Support Manager	Job Title:	Head of technical support
Company Name:	ALAIN Hospital	Company Name:	Tech Mahindra
Phone Number:	Upon request	Phone Number:	Upon request
Email Address:	ayshaaldhaheri@seha.ae	Email Address:	islamhsn@dmat.am.ae