



## Tarig Elsouni Mohammed Fadoul

Dubai

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### **Objective:**

Utilize my professional abilities and interpersonal skills through hands on management and people approach, adaptability and perceptive skills with further career orientation in such a way to achieve growth and image of the company

**Total Years of Experience: 11 years & 5 months**

### **Professional Experience:**

#### **IT Supervisor**

**Habtoor Grand Resort, Autograph Collection, A Marriott Luxury Lifestyle Hotel-  
Dubai, UAE**

Working from February 2014-till date (5 Star Hotel with 446 Rooms)

- Monitor day-to-day Information System Department operations.
- Responsible to the IT Manager in the operation of all computer hardware and / or software installation and maintenance.
- Will be fully in charge of IT Dept. and all of its related issues in the absence of the IT Manager.
- Checking daily backups, all system interfaces, server hardware and logs.
- Provide day-to-day support for all internal hotel IT systems and users, minimizing any system outages.
- Managing IT Clerk, assigning the daily job and training on all needed theoretical and practical procedures, troubleshooting and support within corporate standards.
- Follow up all claims that are being forwarded to IT Dept.
- Record all issues that arise and advise the IT Manager of any issues that need further attention.
- Recommend system improvements to the IT Manager
- Creation & Setting up Automatic Backup Procedures for the hotel.

- Creation of Policy & Procedures for Information Systems Department.
- Handling all computer applications and modifying them as per the requirements of user.
- Microsoft Hyper V nodes health monitoring.
- Managing Blade Server HP Proliant BL40p X3.0 Ghz., BL380, BL460c G6.
- (SAN) Storage Area Network Monitoring.(Hp Storage HSV300 nd 100 )
- Create Simple reports in Opera as per user requirements. Procedural reports done in coordination with the vendor.
- Administrate Micros 9700 / Delphi Catering System / Central Reservations
- IPTV Configuration and monitoring management panel.
- Administrate Triton (Guest complaint management System) & FCS
- Ensure smooth functioning of interfaces of Micros, Opera, Delphi, Triton, Digital Signage, FCS, Respak and Messerschmitt.
- Creation of Email IDs for the hotel executives and managers
- Administrator HR/Payroll/AR/AP Systems
- To ensure backup is taken on daily basis
- Troubleshoots high-speed Internet access problems.
- Restore Opera backup on the standby server on daily basis.
- Allocating the IP addresses methodically, department wise.
- Handling around 21 different servers.
- Kaspersky Admin Kit Installations, User configuration and deployments.
- ISA 2003 Proxy Sever Administration Microsoft based application.
- HP Auto Loader Single and 8 cartridges.
- Symantec and VERITAS Backups.
- Ant labs guest DHCP internet provider
- Access point Aruba 60, 61 and 105,175 / Ruckus H-500 R-500 T-300 Configurations.
- Janus Display Screen Application.
- Magic Info Display Screen Application
- IP Phones Troubleshooting and configuration.
- Maintain a sufficient inventory of computer related supplies
- Maintain a log of all computer hardware and a log of all services calls on computer hardware
- Nortel, Cisco, HP Switches Configuration.

### **Packages**

- Opera V5
- Micros 9700 V3.20 & Micros 3700 & Touche
- Veritas 10.0 backup Exec.
- Symantec 12.5 Backup Exec.
- Symantec Backup Exec 2012
- Quorum Complete backup and disaster recovery solution
- Kaspersky Antivirus
- Trend Micro Antivirus-Office Scan
- Tas (Time Attendance System)
- Delphi (Sales and Catering)
- Triton (Guest Compliant Management System)

- Messerschmitt (Door Lock System)
- Navision (Accounting Software)
- Gulf HR (Payroll System)
- DMS (Data Management System)
- Respak ( Restaurant Reservation System )
- FCS (Guest Compliant Management System )
- Sky Soft Horizon (call accounting Software )
- DHCP Provider for Guest Internet (OVI-Guesteck / Reivernet / Antlabs / TMS )
- Firewall ( Cyberoam , Juniper )
- Wireless Controller ( Ruckus ZD 5000 / Aruba 5000 )
- Avaya Site Administration Software

#### **Servers**

- HP ProLiant DL380
- HP ProLiant BL20p
- HP ProLiant BL40p
- HP ProLiant ML380
- HP ProLiant ML350
- HP ProLiant BL460c G6
- HP ProLiant G160 G6

#### **Backup Tape Drive**

HP Storage Works 1/8G2 Tape Autoloader  
 HP Storage Works Ultrium 448-Single Loader  
 Quorum Backup for server and clients. (32TB)

#### **Switches**

- Nortel Bay stack 5520 24 port POE Switches
- Nortel Bay stack 5510 48 port Non POE Switches
- HP v1905 24-Port Switches
- Cisco Catalyst 2960 X series
- Cisco Catalyst 4506 E core

#### **Project Assistance**

- ١) Metropolitan Hotel Dubai for 3 Months
- ٢) Habtoor City-Atrium&Laperle for 2 Months

#### **Job Profile:**

- Duties involving implementing, designing and managing PC's, LAN & WIRELESS LAN

- Computer assembling, Software and hardware installation
- Webmail configuration like Google apps
- Fully responsible for configuring the different kinds of servers.
- Configuring the DNS, DHCP servers
- Configuring and troubleshooting LAN
- Installation and Administration of Windows Domain Network
- AD Policy based administration
- Domain configuration and installation

### **Fields of Experience:**

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- Planning, implementing and troubleshooting of new Systems and Networks
- Microsoft 2000 Server, Microsoft 2003 server, Microsoft 2008 server installation and Configuration.
- Implementing Client-server Networks Peer-to Peer Networks.
- Maintaining the Security of network.
- Implementing and maintaining wireless networks with access point.
- Installation of IIS in windows 2008server
- Active directory installation
- Terminal server installation
- Worked with Logmein and Team viewer WebEx Software's
- Configuration of Webmail & Control panel Like Apache
- Worked with Layer 3 Switches (2960 series,5510,5520 ) and Routers ( 2620 XM,2800)
- Involved in Routing protocols EIGRP & OSPF

**Jan.2011- Oct2013**

### **UNITED NATIONS MISSION IN SUDAN (UNMIS) in (IMTC)**

*Title: IT ASSISTANT MANAGER.*

#### ***Responsibilities:***

- Troubleshoot common hardware/software issues and fix.
- Meet deadlines and adjust to changing priorities.
- Follow instructions and work autonomously, but also able to recognize when you are in over your head.
- Quickly gain new skills and knowledge when faced with new challenges.

**Jan.2006-Aug.2011**

### **Sudan Telecommunication Company LTD**

*Khartoum/Sudan*

### ***Responsibilities:***

- Joint for the completion of National Service period in the
- Maintenance & Networking Sector, through this period I worked with the following departments:
- Help Desk: providing services through telephone e line to solving IT problems for
- SUDATEL staff.
- Maintenance lab: Repairing & fixing all IT related equipment's.
- Network department: participating in implementing many LANs, Server setup, ISDN service connection, and Racks/ Panels installation.

### **KEY SKILLS**

- Giving various training for the hotel related software's for the staff's.
- Good knowledge of Computers – including hardware, software, networking, desktop programs
- Cisco, Nortel Switches Configurations and trouble shooting
- Knack for trouble shooting electronic equipment
- Keen to learn and absorb new things.
- Problem analysis, use of judgment and ability to solve problems efficiently.
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- Knack for trouble shooting electronic equipment
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### **TECHNICAL SKILLS**

- Operating Systems : Windows 07,08,10/vista/XP/98/95/Dos
- Server Operating System : Windows NT/2000/2003/2008/2010
- Hospitality Software : Opera V5; Micros 9700 (Point of Sale), FMC, TAS, Delphi for Sales & Catering. Gulf HR, Navision
- Networking : Hubs, Switches, Routers, Access Points ,Bridges

### **Academic Qualifications:**

- **B. Eng.** (Hons) in Computer Engineering at Osmania College (OC) Hyderabad/India [July2005](#).
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### **Technical Skills:**

- MCITP (Microsoft Certified IT Professional)
- CCNA ( Cisco Certified Network Engineer )
- CCNP ( Cisco Certified Network Professional )

**Passport Details:**

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Passport No : P02547421  
Date of Issue : 01/12/2015  
Date of Expiry : 20/11/2020  
Visa Status : Residence  
Visa Validity : 09/12/2018

**Personal Details:**

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Name	Tarig Elsouni Mohammed Fadoul
Sex	Male
Marital Status	Single
Date of Birth	05-07-1982
Nationality	Sudanese
Religion	Muslim
Languages Known	English, Arabic

**All support documents are available upon request**