

CURRICULUM VITAE (CV)

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PERSONAL INFORMATION

Name:	Abdullah Saud Al-Subaie
Date of Birth:	24 th December 1976 - 03-01-1397H
Marital Status:	Married
Nationality	Saudi
Interests:	Computers, Music, Traveling, Surfing on Internet.
ID No:	1074713783
Language Known	English, Arabic (Good writing, speaking)

CAREER OBJECTIVE

To obtain a position in a Reputed and Dynamic Organization which will enhance initiative, motivation & analytical skills and also help me to climb the ladder of success in a competitive world ahead.

Skills

Expertise in Maintaining, Administering, and Troubleshooting Windows OS/Windows Server, Cisco Switches and various Networking products. Computer, MS Office Skills, Problem Solving Skills, Communication, Team Work, Organizational Skills, Data Analysis Skills, Efficiently and Productively, Ability to Work Under Pressure, Adaptability skills.

TECHNICAL CERTIFICATIONS

- Diploma in Networking Technology (From New Horizon)
- MCSE (From Microsoft Arabia)
- English Language (From Direct English)

ACADEMICAL QUALIFICATION

- Rumah High School (Rumah)

COURSES

- Writing Skills & Preparing Reports and Letters
- Cisco Certified Network Associate (ICND 1)
- IBM Tivoli Ticketing System
- IBM TSRM 7.1 Application Training
- SN70 – Introduction to Storage Networking
- SN71 – Planning & Implementing Storage Area Network (SAN)
- IBM System X Technical Principles Enhanced (XTR11)
- IBM Blade Center Fundamentals (XTR30)
- IBM Blade Center Hand-On Workshop (XTR33)
- ITIL V3 Foundation (2012)
- ITIL Service Operation
- ITIL Service Transition
- ISO/IEC 20000 Practitioners
- Identity with Windows Server 2016
- Installation, Storage, and Compute Windows Server 2016
- IT Service Management with System Center Service Manager
- Planning and Deploying System Center 2012 Configuration Manager
- Infrastructure Provisioning with System Center Virtual Machine Manager
- System Center 2012 Operations Manager
- Networking with Windows Server 2016

PROFESSIONAL EXPERIENCE

From 1st March 2006 – Till 11 November 2009

- Working in Riyadh Bank, Riyadh as 'Technical Support Engineer' in End User Support Department. During my presence in Riyadh Bank, Familiar with Windows platform projects. Like CSR, Teller PCs migration project from OS2 to Windows with Siebel Integration.

My responsibilities includes

- Giving technical support to user of Riyadh Bank branches and other offices.
- Connecting PC to domain and setting it up.
- Connection different local and network printers to PC.
- Installation to different software according to user's need and bank standard.
- Configuration of email with MS outlook through MS Exchange
- Repairing and hardware replacement of PC.
- Taking back up of user's important data.
- Coordination with vendor for supply of hardware.
- Updating application software, operating system, drivers, virus definition and Hardware components such as addition of Ram, Hard disk etc.
- Schedule preventive and corrective maintenance of computer systems and printers and also providing the technical support to the end users.
- Maintaining Inventory record for PC's Printer and all I.T devices.
- Maintaining ATMs which are working via Satellite with the help of SAUDI INTELTAAC
- Installing & Configuring Telentics, Codex Modems for Dial Up ATMs on both sides
- Installing & Terminating Tell Labs Network Terminating Unit for Digital line ATMs on ATM & branch side.
- Troubleshooting any type of Problem Concerning Communication side (Software or Hardware). On site ATMs and Branch side ATMs
- Troubleshooting ATM machine for Die Bold & NCR types
- Configuration of Cisco Routers and Switches
- Updating Cisco router IOS and taking the backup of the router

Projects Completed In Riyadh Bank

- Siebel Application Implementation
- Mubasher Trading Application
- Network Printers
- Customer Service Functional E-mail
- Riyadh Online
- IOMSS
- New Braches
- New ATM installation
- Radia Proxy Server Installation
- BW Net Printer and Pin Pad Installation
- Marhaba (welcome Counter in Riyadh Bank Branches)
- Account Information Card Printer

I was responsible to monitor Mubasher Servers, kingdom-wide and Mubasher Clients. We have 70 servers and 370 clients. Periodical Maintaince for the servers and Update patches also checking the performance of server.

PROFESSIONAL EXPERIENCE

From 5 December 2009 - Till 14 April 2019

- Working in AIRBUS (Airbus Defence and Space), Riyadh as 'User Help Desk Specialist '.

My responsibilities includes

- Operate and Support UHD regarding the incidents occurred on the following Equipment according to his specialty.
- C2I (Command, Control, Intelligence) / IT equipment and Software.
- ISR (Intelligence, Surveillance and Reconnaissance) equipment; e.g.: antennas, micro wave equipment, associated cabling devices on Communications Towers, Radars as well as optical and infrared Cameras.
- Communications (VoIP & TETRA) /LAN/WAN equipment.
- Team member of the UHD staff, performing shift work to keep the UHD 24/7 operational.
- Answer all calls and handle them according to the UHD processes.
- Serve as the interface between Border Guard staff, Technical Support Teams and towards suppliers.
- Assign the appropriate resources to answer technical queries and fix problems.
- First fault isolation and trouble shooting in case of a failure notification, open the tickets and issue work orders for corrective maintenance.
- Keeping the databases of spares and supplies, configuration of equipment and applicable technical publications up to date.
- UHD service operations according to best practices, preferably ITIL standard.
- Incident Management.
- Supplier Management.
- UHD specialist is the first point of contact regarding equipment of his area of speciality:
 - C2I (Command, Control, Intelligence) / IT equipment and Software.
 - ISR (Intelligence, Surveillance and Reconnaissance) equipment; e.g.: antennas, micro wave equipment, associated cabling devices on Communications Towers, Radars as well as optical and infrared Cameras.
 - Communications (VoIP & TETRA) /LAN/WAN equipment.
- Advise all field technicians and Border Guard staff in maintenance tasks and trouble shooting of operational problems with the Equipment/Software corresponding to his specialty.
- Entry of all relevant logistic data into databases.
- Preparation and support of evaluation and reporting of service performance.
- To observe and to apply the proper safety procedures with respect to UHD operations.
- Delivery of high quality technical support in order to ensure efficient system availability.
- Perform other duties related to the job of UHD Team Leader.

PROFESSIONAL EXPERIENCE

From 15 April 2019 - Till Date

- Presently Working in AIRBUS (Airbus Defence and Space), Riyadh as 'User Help Desk Shift Lead '.

My responsibilities includes

- Managing shift schedules to ensure staffing and skill levels are provided throughout operational hours.
- Undertaking HR activities as needed.
- Acting as an escalation point for queries from colleagues and as part of the Major Incident process.
- Producing management reports.
- Representing the UHD at meetings.
- Coordinating UHD briefings, and training and awareness sessions for UHD staff.
- Liaising with change management and senior management.
- Assisting analysts in providing first-line support.
- Work as part of the 24x7 Shift system on the UHD.
- Answer calls & e-mails from our customers on the UHD when workloads are high or during any reduced staffing levels.
- Preparing and sending daily, weekly and monthly reports.
- Act as a champion for corporate processes such as Incident, Problem & Change management, taking feedback to develop and maintain the processes and supporting procedures, ensuring an efficient and effective consistent service is delivered in line with customer SLAs.
- Challenge poor performance or process and instigate improvement activities. Ensure working aids are appropriate and updated.
- Coach, develop and motivate colleagues, offering training sessions to address gaps in capability.
- Support the User Help Desk Manager with people management activities such as the PDP process and managing staffing levels (Leave & Training)
- Ensure that all staff comply with company and department policies and procedures, to include being available to help address personal issues that may affect performance at work and highlight to the UHD Manager where appropriate.
- Assist in delivering briefings to UHD staff on issues or changes that may affect volumes and work patterns at the UHD.
- The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers.

Recommendations

1. By Noel (Technical Support MANAGER at Riyad Bank) on 09-10-2010
"Mr. Abdullah Subaie is very focus on his work, no supervision is needed on his roles and very cooperative. His work is really reliable and dependable. With sense of responsibility and ownership. He also deals well with clients and his colleagues. team member and a future leader."
2. By Mario Tschunke (User Help Desk MANAGER at AIRBUS) on 19-03-2013
"Abdullah and I have been working for 1 1/2 years on a government project together. He requires no supervision and is able to deal with unusual situation on his own if required. He is very analytic, polite and stays calm in difficult times. I highly recommend him and would work with him together again in a heartbeat."

To contact Mario Tschunke: <https://people.bayt.com/mario-tschunke/>

3. By Lyudmil Dyankov (User Help Desk MANAGER at AIRBUS) on 26-07-2020
"I am having a pleasure of working with Abdullah Al Subaie, on security projects as a member of User Help Desk (UHD).
His tasks as UHD Agent and UHD Shift leader, have been executed always very well and flawlessly.
His work' s suggestions and decisions based on his long experience have been ofently reasonably and acceptably. Abdullah is very kind, which made our relationship smoothly. I'm sure he is a great asset to any technical team."

To contact Lyudmil Dyankov: <https://people.bayt.com/lyudmil-dyankov/>