

Hussain Mirza AL-Mubarak

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PROFILE SUMMARY

Performance-driven and talented IT professional offering over 10 years of experience in providing outstanding IT support while effectively delivering support for client and server-side issues. Recognised by the management for effectively resolving hardware and software malfunctioning related to Laptops, Desktops, TCP/IP LAN/WAN, wireless and network printer setups and minimizing downtime. Skilled in maintaining and installing software and hardware in computer systems. Showcasing outstanding ability to work under critical IT infrastructure environment as well as administering system and servers/backup and recovery tasks. Proficient in acting as an integral point of contact relating to all IT issues along with supporting remote sites. Skilfully analysing all client complaints and maintaining close communication with them with an aim of resolving issues in minimum time while ensuring highest satisfaction.

Core Competencies: IT Support and Administration, Troubleshooting Server Issues, Monitoring Network Performance, Backup and Recovery, Client Support and Technical Issue Resolution, System/ Server Administration and Integration, Software Upgrades, Desktop / Laptop Repairs, MS Office Suite, Windows, MAC, Systems Management Server 2003, Active Directory, Remedy System, Global Service Desk System, QIP system, Cisco, Installation/configuration of IBM (Louts Notes)

WORK EXPERIENCE

SABB BANK, Riyadh, KSA

Since May 2019

Network Engineer

support SABB Network for Data Centre critical services, Main Buildings, Branches, ATMs and ensure the availability of all services/systems,

Key Responsibilities:

- Mission Critical production support (24/7).
- Support all new business projects which require preparing the infrastructure needed for all environments.
- Enhance existing service by applying new products and tools which should improve service availability, system security and capacity.
- Close all audit findings and apply security requirements while also maintaining recommended patch levels.

Handling Network Management tools:

- a. HP Network Node Manager (NNMi)
- b. HP Network Automation
- c. Riverbed – Cascade/Steelhead/Steelcentral
- d. Splunk – Enterprise
- e. SevOne – Network Monitoring
- f. Cisco Identity Services Engine (ISE)
- g. Cisco Prime

SABB BANK, Khobar, KSA

since July 2008

User Support Officer

Significant Highlights:

- Led new branch project that included installation and configuration of different network setups and computer (PC) installations.
- Played an outstanding role in relocating all computer-based hardware to new branch unit and reconfiguring it in minimum time.

Key Responsibilities:

- Handles the responsibility of the Manager in his absence and functions as deputy manager.
- Efficiently managing the designing, installation and configuration and troubleshooting with respect to LAN/WAN maintenance, Windows Servers, network performance/connectivity and user management/permission.
- Monitoring and configuring network infrastructures, networking applications and protocols, configuring and implementing web services as specified.
- Delivering support on client/server-side issues by identifying and notifying recurring technical issues and resolving them in minimum time to negate impact on operations.
- Responsible for providing the desktop system administration and support to the network; Interacting with the users to resolve the queries, issues and problems.
- Assisting customers through email and telephone. Understanding their technical concerns and giving them speedy resolutions in minimum steps.
- Handling software and hardware upgrades, Implementing and maintaining procedures for backup and recovery of network servers and configuration files of other network devices.
- Monitoring the function of equipment/ peripherals and make necessary modifications to ensure system operates in conformance with specifications.
- Analysing the information to determine, recommend, and plan network layout, including type of computers and peripheral equipment modifications.
- Provide remote support to team members and engineers located at different sites as well as to users located at different offices & locations.

Key Responsibilities:

- Assigned to troubleshoot issues concerning with client/server-based products, assisting customers in troubleshooting hardware,
- repairing desktops and laptops.

EDUCATION

- Diploma in Networking Technology - Al Khaleej Institute for Applied Science, 2006

Certifications:

- Microsoft (MCSA)2007, CompTIA A+ (A+)2006, Cisco CCNA) 2018,CompTIA (Security+)2019
- Cisco Certified Specialist - Enterprise Core(2021)

Trainings:

- Managing & Maintaining a MS Win Server2003 Environment
- Maintaining a Microsoft Windows Server 2003 Environment.
- Managing a Microsoft Windows Server 2003 Environment.
- Deploying and Managing Microsoft Internet Security and Acceleration Server 2000
- Implementing, Managing, and Maintaining Microsoft Windows Server 2003 Network Infrastructure: Network Services.
- Implementing, a Microsoft, Windows Server 2003 Network Infrastructure: Network Hosts.
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Personal Details: Year of Birth: 1987 | **Nationality:** Saudi | **Languages Known:** English and Arabic