

# Hameed Hussain Essa

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## PROFILE

If you are seeking a strong Senior IT Professional with over 20 years of direct experience in the deployment, installation, and maintenance of both infrastructure and software.

I have hands on experience in machine deployment, virtual infrastructure management, installation, troubleshooting, infrastructure configuration and storage management. This includes successful engagements on multiple projects across a diverse mix of companies here in Saudi Arabia. This experience has given me insight into best of breed technologies that are a fit for from Small & Medium businesses to Enterprise accounts.

My experience includes building technical designs, the modelling of those designs before deployment, fine tuning and maintaining efficient best practices throughout the project life cycle. In addition, I have an excellent working knowledge of defining IT policies and standards, maintaining high availability standards, the preservation of company assets via disaster recovery, backups, and critical information security related procedures.

My most recent experience is with IBM ecosystems including Tivoli Storage Manager and Lotus Notes. I have provided administration for VMware vSphere, Redhat & Suse Linux based systems and Microsoft Windows, include IBM xSeries & IBM Power systems.

I look forward to meeting with you to discuss my experience and learning more about your organization.

## EDUCATION

**OCT 1994 – JUN 1996**

High Diploma Degree for Electronics Engineering, Dammam Technical College

## EXPERIENCE

**1996 – 1997**

**Saudi Xerox (Al-Olayan Group) , Xerox Maintenance Engineer**

- Worked in Al-Olean Group for Saudi Xerox Company as Maintenance Engineer for XEROX machine Copiers & Printers.
- Member of Call dispatch team
- Working in the field of regular maintenance of printers and making photocopy machines for clients
- Installing and equipping printers from most models of Xerox devices
- Change inks and defective parts and installation
- Writing necessary reports for copiers and printers after installation and maintenance
- Ensure customer satisfaction by signing a service evaluation

## **1997 - 2005**

### **Saudi Business Machines Ltd. , Fulfillment Engineer**

- Set up and install IBM computers and laptop servers at the SBM Fulfillment Center.
- Mobilize a huge amount of support to assemble computers and servers at their location and deliver them to clients such as Aramco, Cisco, SABIC, Royal Commission and most companies across the Kingdom of Saudi Arabia.
- Ensure that the IBM PCs / Servers product is successfully installed and configured according to customer requirements.
  - IBM Hardware delivery to the customer's site as per sales agreement and according to the schedule specified and agreed.
  - Making cables connection and rack-mount configurations for IBM xSeries Hardware / Blades / IBM Power Systems and IBM Storage Expansions and deliver in one unit (leverage computing)

## **2006 – 2009**

### **Saudi Business Machines Ltd., Technical Support Specialist**

- Install and configure IBM PCs/Thinkpads computers and applications within the company
- Respond to customer inquiries and assist in troubleshooting and resolving challenges
- Actively update, maintain and monitor all aspects of computer networks
- Resolve technical issues related to network interruptions
- Attend in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems
- Maintain a working log detailed all required system updates, as well as the date of completion
- Organize and file documentation pertaining to warranties and instructional guides for computer hardware
- Assist management in creating training materials pertaining to computer troubleshooting and usage

## **2009 - 2013**

### **Saudi Business Machines Ltd. , ITS Software Engineer**

- Install and configure Redhat Server as per business filed required
- User administration (setup and maintaining accounts)
- Maintaining system (CPU Utilization issues)
- Verify that peripherals are working properly
- Quickly arrange repair for hardware in occasion of hardware failure
- Monitor system performance
- Create file systems with disk partitions using Fdisk and parted utilities
- Creating LUNs with Logical Volume Management tools
- Install software for SAP Application and Lotus Domino Server
- Create a backup and recovery policy
- Update system as soon as new version of OS and application software comes out
- Implement the policies for the use of the computer system and network
- Setup security policies for users.
- Create iSCSI initiator and mount with others OS like Windows
- Install and configure Samba Server for sharing files
- Integrate Samba with Windows Active directory to manage user's disk quota and share folders permeations
- Configure Redhat with DHCP/DNS/VPN Access/Routing IP address
- Create Documentation for technical support team
- Manning critical cases for issues or incidents with customers related to Red Hat or Windows OS and upload the cases on ticketing system for analyst to get resolving the problems

## **2013 – 2018**

### **Saudi Business Machines Ltd. , Enterprise System Specialist**

- Install computer infrastructure which encompasses hardware Servers, Blades ,IBM Power Systems
- Manage and Install Virtual Machines on IBM PowerVM for IBM Power Systems infrastructure
- Enterprise Server experience with Windows Server 2008,2012,2016
- Install and Manage VMware products Install and Manage (vSphere , ESXi Host)
- Troubleshooting and problem solving thru VMware PowerCLI
- Root Cause & System Log Analysis and reporting
- Creating and Managing Virtual Machines and Templates for Linux and Windows servers
- Migrate Physical Servers to Virtual Server using VMware Converter (P2V Converter)
- Creating Clusters for High Availability (HA),Virtual Switches, Ports and Port groups
- Responsible for company account for VMware Support and Open a Ticket with Technical
- Support if any major issue happened with Virtual Environment and follow-up to resolve the problems
- Backup & Storage Administrator for mixed environments on Tivoli Storage Manager and Veeam Backup and Replication software
- Create User Acceptance Testing (UAT) environment which is isolated VMware Cluster for application testing purpose
- the client to verify/accept the software system before moving the software application to the production

## **2018 – 2019**

### **Saudi Business Machines Ltd., Acting Operation Manager**

- Focused on the overall framework of services
- Ensures the Success for all services and process within a service domain
- Manage End-To-End of an IT service
- Ensures the process is being performed as agreed and documented
- Manage day-to-day activities of the Process
- Develops process or service Metrics
- Ensure Satisfaction with services business customers, Negotiates SLA and work to establish a Solid Relationship
- monitoring an organization's servers, networks, and computer systems for irregularities and performance issues
- directing the activities of IT technicians, both to directly support end users and to assist with IT department upgrades and directives
- Provide direct user support by handling help desk or service desk escalations
- Assesses department and business needs related to equipment and services and presents them to vendors
- Support IT department activities while upgrading systems and servers and migrating the organization's data
- Effectively manage IT personnel and set department priorities
- Ability to communicate with team members, management personnel, and end users throughout the organization
- Working out a strategy for improving if necessary
- Ability to write and speak clearly about technical topics
- Ability to work effectively as part of a team and to learn quickly and apply guidance from others

## **Nov 2019 – Nov 2020 ( Job Type :- Contract)**

### **Al-Mutawa Holding Company, Oracle NetSuite and System Administrator**

- Implement ERP System for Oracle NetSuite (ORDER TO CASH, DESIGN TO BUILD, PROCURE TO PAY)
- Developed workflows using saved search conditions to handle weekly alerts for key management reporting.
- Built custom financial comparison reports, saved searches for Sales, Finance, and Marketing.
- Managed roles, trained power users on NetSuite dashboard design, KPI's, search formulas
- Testing and finalizing end product for NetSuite projects
- Customized forms, reduced duplicate, unnecessary fields to enhance ease of use
- Manage Internal datacenter for the company
- Support IT department activities while upgrading systems and servers and migrating the organization's data
- Manage Windows Servers (Administration, Installation, Configuration)
- Company Internal support and Technical troubleshooting
- Company Storage and Backup System Administrator
- Manage Virtualization infrastructure

## **PROJECTS WORKS**

### **1998 Aramco and Coca Cola Team Lead engineer**

- Assignment in Dubai as consultation for Aramco new PCs order to make sure it's applicable with Aramco requirements
- Coca Cola installation and implementation of Lotus Notes domino Server

### **2001 Aramco PCs and Servers Fulfillment Engineer**

- Team Leader for Aramco PCs and Servers Fulfillment and delivery Project and deliver around 3500 PCs , Servers
- Install and configure IBM point of Sale for Giant Store Hyper market in Khobar

### **2002 Aramco Delivery Manager for IBM Thinkpad Laptops**

- Delivery Manager for IBM Thinkpad Laptops fulfillment and delivery for Saudi Aramco around 300 Laptops Project around the Kingdom of Saudi Arabia

### **2002 Presenter on COMDEX Jeddah exhibitions**

- Presenter on COMDEX Jeddah exhibitions demonstration for IBM Web application (IBM Web sphere )

### **2003 KFUPM LDAP project**

- KFUPM LDAP project - LDAP Integration with Linux Domino Server with ID Application to be used for develops on KFUPM Intranet

### **2004 Deploy Infrastructure for Lotus Notes/Domino v7**

- Clarinet Tamimi Intranet and Web Server project – Implementation /Infrastructure for Lotus Notes/Domino v7

### **2005 Implement and deploy Domino Server**

- Al-Rugei Group – Installation and update configuration from Domino Server v5 to Domino Server v7.0 and upgrade the Lotus Notes client for around 70 users and Intranet Web development

### **2006 PCs distribution of Civil Defense**

- Project engineer work and around 300 Windows PCs distribution of Civil Defense Organizations in the Eastern Province

### **2007 SCECO-intranet portal**

- Windows 2000 Workstation Pro/Server Installation and configuration and delivery for SCECO-intranet portal development/designing

### **2010-2014 SBM Dynamic Infrastructure Project**

- Responsibility VMware and TSM Implementation and Administration, infrastructure for SBM Dynamic Infrastructure 2020 (IBM/SBM Blade project) : Installation and Administrative for IBM Tivoli Storage Manager to use for Data protection and backup all VMware environments / vCenter / Virtual Machines (Redhat/Windows)

## SKILLS & LANGUAGE

- Understand spoken information. (Excellent)
- Speak clearly so listeners can understand. (Very good)
- Listen to others and ask questions. (Excellent)
- English Language. (Very good)
- Write clearly so other people can understand. (Very good)
- Understand written information. (Excellent)
- Read and understand work-related materials. (Very good)
- Adobe Premier Pro 2.0 and Audition 2.0 for Audio and Video production
- Adobe PhotoShop CS6
- EDIUS video editing software package originally developed by Canopus Corporation
- Making video clips for Broadcasting and advertising using Video Editing application
- Sound effects for the scenes of video clips by using Adobe After effects and Audition / Pro Tools / Cubase Audio Production / Ableton live / FL Studio

## CERTIFICATE

April 1996, Diploma Degree for Electronics Engineering from Dammam Technical College	Dammam KSA
Jul 1998 ,IBM PC Institute (IBM PC Warranty)	Jeddah ,KSA
May 1999 ,Microsoft Technical Training(Windows NT4.0 Prof.& Server)	Riyadh, KSA
Nov 1999 ,IBM Certified Professional Server Specialist	Dubadi,UAE
Oct 2005 ,IBM Certified Lotus Associate System Administrator Notes/Domino 6.5	Khobar, KSA
Apr 2006 ,IBM Certified Lotus Professional System Administrator Notes/Domino 6.5	Khobar,KSA
Feb 2007 ,IBM Certified Lotus Advanced Professional System Administrator Notes/Domino 6.5	Khobar , KSA
Dec 2008, IBM Certified System Administrator – Lotus Notes and Domino Server 7.0	Khobar KSA
Dec 2008 ,IBM Certified Advance System Administrator 7.0	Khobar KSA
Apr 2009 , ITIL V3.0 Information Technology Infrastructure Library	Riyadh KSA
June 2010 , LPIC-1 Advance Level Linux Certifications	Khobar KSA
Feb 26 2011 , VCP4.1 , VMware Certified Professional	Khobar KSA
Jul 28 2012 , LPIC-2 , Advance Level Linux Certifications	Khobar KSA
Sep 25,2013 , LPIC-3 , Senior Level Linux Certifications	Khobar KSA
Dec 29 ,2013 IBM Certified Tivoli Deployment Provisional ( Storage Manager)	Bahrain
Jul 12 , 2016 SUSE Certified Linux Professional	Riyadh KSA
Jan , PMP Project Management Training certification	Riyadh KSA
Jul 28,2019 Oracle NetSuite DND Course (ERP Fundamental / NetSuite Administrator)	Dubai UAE
NetSuite Certified ERP Fundamental	Riyadh, KSA