

Mohammad Samir M AIRuwaili

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Al-Riyadh, Kingdom of Saudi Arabia., Married

Objectives:

My specific objective is to obtain employment within the Technology Industry, where my knowledge and experience can be best utilized by my employer, to the benefit of the company's objectives and goals. As a professional, I possess extensive experience in computer hardware support, technical support and in customer relations for high profile companies. My business professional knowledge stems from solid experience highlighted by exemplary performance and superb work ethics. Therefore, I value a position that can provide me with challenge, continued learning opportunities, advancement, and bright future.

A experienced helpdesk possessing strong technical expertise on hardware, information system and networking. Proficient in administering windows 10, windows 7, windows 8, server and workstation. Solid understanding of networking essentials, set up and configure DNS and DHCP servers. Knowledge of Netware 5, NDS security, backup, and Queue-based network printing. Recommend and plan systematic computer desktop deployment. Experienced in integrating desktop local policies with good background in developing image and clone deployment using Symantec Ghost multicast. Excellent trouble shooting skills, having 10 years of comprehensive experience in supporting and resolving multi level computer hardware's, software's and printer related problems. With strong background in Windows 7,8,10, Windows server, Windows 2003 server. Proficient in installing and configuring computer peripherals and application. Set up routers, switches, modems, hubs, firewalls and topologies. With excellent interpersonal communication skills.

IT hardware support/ Network Support/ Data Management Specialist/ Team Leadership/ IT Infrastructure Solution

Professional experience:

- **Sr. IT Helpdesk Specialist**, *National Unified Procurement Company for Medical Supplies "NUPCO"* (January 2020 **till present time**)
- **Desktop Support Specialist**, *National Unified Procurement Company for Medical Supplies "NUPCO"* (February 2017- December 2019)
- **Operator**, Aramco Gulf Operation by *Duliman Company* for 4 years (2000-2004)
- **Executive Secretary**, and *Coordinator of all the Schools, Alsharq Education and Training* for 3 Months (2006 March to 2006 May)
- **Helpdesk**, Aramco Gulf Operation by *Diyar United Co (Khafji, Joint Operation K.S.A)* for 10 years (2006-2015)
- **Sr. Administration IT Support Engineer**, *Dr, Sulaiman Alhabibgroub* for 1 year and 2 months (November 2015 – January 2017)
 - ❖ **Helpdesk**, Aramco Gulf Operation by *Diyar United Co.* :

Provides IT Technical support in AL-Khafji Joint Operation (AGOC-KGOC) a multi-national oil company with more than 4000 users in 40 departments offshore and onshore, support network infrastructure for all departments. Integrate local policies, create and deploy image using Norton Ghosts. The scope of work installation, computer repair, printer repair, data management, software integration, back-up and restoring data (documents, image, graphics, drawings, Multimedia files), support training and network administration. Help desk phone support to resolve software and hardware issues of about 50 calls a day.

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- Provide maintenance support for all endpoint activities
- Implement and provide first and second level support for the network infrastructure and data communication in company
- Identify problem areas for the helpdesk team and participate in efforts to rectify those problems to ensure that the service availability requirements of all users are met
- Provide training to employee on Microsoft applications upon user's request
- Set-up PC systems and configure software/ hardware to meet employee needs
- Coordinate with customer services for regular product upgrades, installation implementation and tracking.
- Update and maintain hardware systems
- Assist transition from outdated organization-wide and departmental technologies to highly functional, streamlined effective client-server technologies that dramatically improve efficiency and optimize data integrity and safety.

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| <ul style="list-style-type: none">• LAN/WAN Network Services• Helpdesk Operation• Application system• Web and Internet Design Operation | <ul style="list-style-type: none">• PC Desktop System• Database Administration• Operation System Integration and Migration |
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Technical Skills:

- MS Windows Server administration, Exchange and IIS Server Administration
- MS Windows 7,8,10/2000/NT/9X desktop/ workstation operating systems
- MS Office 365, XP/2000/97, Access XP/2000/97, Outlook XP/2000/98
- TCP/IP Ethernet Networking/ DHCP and static addressing
- Norton Antivirus Corporate Edition
- Email
- Adobe Acrobat
- PCAnywhere and Dame Ware remote administration solutions
- MS FrontPage, MS Visual Studio and image scanning/manipulation
- PC and Server hardware/software set-up/installation/maintenance
- VPN Troubleshoot
- Office 365, Azure

EDUCATION:

- **Associate Degree of College of Technology**, Arar College of Technology
Department of Electronics and Control Technology2006
- **International Certificate in IT Skills Foundation**, Cambridge International Examinations2014

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Training:

- (8 February 2005 to 26 April 2005) ALMUHAILB FACTORY as intern
- (24 January 2009 to 28 January 2009) Aramco Gulf Operation Unicenter Software Delivery and Unicenter Asset Management
- (31 January to 4 February 2009) Aramco Gulf Operation in Unicenter Service desk Administration
- (25-29 January 2015) Aramco Gulf Operation in Installing and Configuring Windows Server 2012
- (1-5 February 2015) Aramco Gulf Operation in Administrating Windows Sever 2012
- (8-12 March 2015) Aramco Gulf Operation in Configuring and Administrating Microsoft SharePoint 2010
- (26th Jan 2020- 30th Jan 2020) Administering System Center Configuration Manager 2016
- Project Management by University of California, Irvine and offered through Coursera
- AWS Fundamentals: Going Cloud-Native by Amazon Web Services and offered through Coursera
- Technical Support Fundamentals by Google and offered through Coursera

Language: Arabic, English