

# ABDULHAKEEM ALSAFWANI

[safwani1981@yahoo.com](mailto:safwani1981@yahoo.com)

Cell No: 00966-543922882

## PROFESSIONAL SUMMARY

- **Associate degree in Computer Applications** from Dammam Community College – Full time 3-years regular professional degree course.
- **Microsoft certified in:**
  - Microsoft Certified Systems Engineer MCSE
  - Windows Server 2008, Enterprise Administrator
  - Microsoft Certified Systems Administrator MSCA
  - Microsoft Certified Technology Specialist
  - Microsoft Certified Professional MCP
  - Microsoft certified in Windows Exchange Server 2007
- **Certified in Symantec NetBackup 7.5 – Administration.**
- **12 years** of industrial experience in Saudi Arabia.

## TECHNICAL SUMMARY

- Active Directory
- Symantec NetBackup Administration.
- SCCM.
- SharePoint Office 365 2013 Administration
- Avaya (IP Office & Site Administration)
- ERP System: Dynamics AX 2012 R3/R2 system administration
- Remote assistance
- VPN
- MS Visio 2010, MS Project 2010, MS Office 2010/2016.
- Operating System: Windows Server 2008 R2, Windows 10, Windows 7.

## PROFESSIONAL EXPERIENCE

### 1. Petrochemical Conversion Company (March 2012 - Present)

Currently working as, a Senior Systems Technician in Petrochemical Conversion Company ([www.saudipcc.com](http://www.saudipcc.com))

#### **Key Responsibilities:**

- Management of Office 365 / AD / AVAYA / SCCM 2012 / G4S / Symantec NetBackup / VMWare / TCP/IP / VPN / Windows Exchange Server.
- Communicated with STC, Mobily, Zain and Bravo ISPs for Internet data circuits, Landline telephones, and mobile lines as a single point of contact in ITC team – Arabic and English communication.
- Handled important responsibility of full, incremental and differential backups using Symantec Netbackup. Restored critical data from tape archives when required by the management.
- Documented the technical procedures for IT team and training material for business users.

#### **Other Responsibilities:**

- Staged PCs and laptops using SCCM 2012 OS image.
- Supported 400+ end-users with issues and managed the Help Desk Management Console and Service portal (Service Manager 2012).
- Updated 35+ servers (20 physical and 15 virtual servers) for monthly Microsoft Operating System patches.
- Configured IP/SIP Avaya phones. Migrated 100+ users from Avaya IP Office to Avaya site administration. Saved 20000 SAR which would require for this migration.
- Coordinated with the HP/Dell support team to resolve the HP/DELL server troubleshooting and issue resolution.
- Monitored the switches and UPS for their smooth functioning using the console applications configured by the ITS Network team.
- Relocated 20 physical servers from Fanateer head office to PCC's current data centers and verified the end to end connectivity.
- Managed IT assets and kept an up to date inventory and related documentation on SharePoint.
- Coordinated with Bravo (Radio System) for the deployment of indoor and outdoor antennas for the coverage enhancement across the plants.
- Managed Facility Support Computers used to diagnose and industrial control systems.

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- Monitored Office 365 email licenses quarterly and took corrective actions to reduce the licensing costs as and when required.
- Trained newly joined business users for ITC's systems, policies and procedures.
- Monitored and ensured using SCCM 2012 that only purchased/ freeware software is installed on the end user's machines. Monitored routinely that all the user's machines are daily scanned for Symantec anti-virus using Symantec Endpoint Protection Manager.
- Participated in shut-down and start-up of data centers several times in 2018.

## 2. Al Abdul Karim Holding Company AKH (Jun 2007 – Feb 2012): Technical Support Engineer

### QUALIFICATION

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- Associate Degree in Computer Application

### OTHER PERSONAL INFORMATION

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- Birth date : 19/05/1981
- Communication skills : English, Arabic
- Marital status : Married
- Saudi address : Eastern Province, Saudi Arabia
- Email ID : safwani1981@yahoo.com