

Abdulhakeem Al Safwani

Associated Degree in Computer Applications

Career Objective

Seeking a challenging position to acquire high degree of technical knowledge and analytical skills in **information technology** field.

Personal Information



Nationality

Saudi



Address

Eastern Province



Marital status

Married

Contact Information



Mobile

+966543922882



E-Mail

Safwani1981@yahoo.com



Languages



English (Fluent)



Arabic (Native)



Education

2004 — 2007

Associated degree in Computer Applications

Dammam Community College.



Professional Experiences

06-2007 — 02-2012

Technical Support Engineer

AKH Group.

03/2012 — 08/2022

Senior Systems Technician

Petrochemical Conversion Co.



Certificates

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

Symantec NetBackup 7.5 – Administration

Technical Summary

Active Directory: Domain Services, DNS, DHCP & GPO.
Symantec NetBackup Administration.
SCCM 2012.
SharePoint Office 365 2013 Administration.
Avaya (IP Office & Site Administration).
ERP System: Dynamics AX 2012 R3/R2 system administration.
Remote assistance.
Cisco, Sonic Wall VPN.
VMware / Patch Management.
MS Visio 2010, MS Project 2010, MS Office 2010/2016.
Operating System: Windows Server 2016 – 2012 – 2008, Windows 10, Windows 7

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
Install, configure and maintain Windows Server and manage system infrastructure
Staged PCs and laptops using SCCM OS image
Deployed applications and software updates using SCCM.
Created, updated and developed IT procedures and policies.
Supported 400+ end-users with issues and managed the Help Desk Management Console and Service portal (Service Manager).
Following Disaster Recovery Procedure before doing the any change at the server level.
Configured IP/SIP Avaya phones. Migrated 100+ users from Avaya IP Office to Avaya site administration.
Saved 20,000 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
Updated 35+ servers (20 physical and 15 virtual servers) for monthly Microsoft Operating System patches
Following Disaster Recovery Procedure before doing the any change at the server level.
Configured IP/SIP Avaya phones. Migrated 100+ users from Avaya IP Office to Avaya site administration.
Saved 20,000 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.
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
Monitored Office 365 email licenses quarterly and took corrective actions to reduce the licensing costs as and when required.
Install and manage network printers



Skills



Computer & Microsoft skills



Interpersonal & Communication Skills



Supervision & Leadership



Teamwork Skills



Team building & management



Problem solving



Stores and resources management



SAP program skills



Organization skills



Eager to learn and develop



Speech Writing and reports



Good at using work related Apps

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