

Samir El Massaoudi

IT Professional

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Goal-oriented, accomplished, and passionate IT professional with over 10 years of experience in the Saudi market to credit and experience in installing, calibrating, troubleshooting as well as maintaining and managing IT Operations. Robust record of handling all IT Technology services including servers, networks, Operating systems and programs, Virtualization, and security. as well as adept to quickly learn of new system/Technologies. Organized, dependable, and successful at managing multiple priorities and works at fast pace to meet tight deadlines. Excel in strategic planning, process improvement, project management, and providing leadership in developing structured maintenance and repair protocols that save the employer both money and time.

Work History

IT Support Engineer | Noon E-Commerce - Noon.com

Jeddah, Saudi Arabia Jul 2021 – Oct 2021



❖ Achievements:

1. Worked closely with upper management to identify and recommend cost-effective systems/services.
2. Fostered effective communication with management, inbound, outbound, logistic, and LPS teams to support business goals and achieve the desired success of the company.

❖ Responsibilities: *are Includes but not limited to*

- Responded to, followed, and closed JIRA tickets as per company policies and procedures.
- Accomplished infrastructure daily checks to ensure no audial or visual alerts appear and the site is error-free.
- Ensured smooth and uninterrupted day-to-day IT operations and provided support for a wide range of operators, workstations, and end devices.
- Responded and maintained efficient operation in three data center locations, delivered service in a timely manner.
- Checked and evaluated data center equipment according to predetermined checklist and noted issues.
- Participated in the Infrastructure failover check, recorded results.
- Managed incident & problem and change management requests in ITSM to agreed SLAs.
- Assisted in building and deploying new racks and infrastructure.
- Visited and Held meetings with teams' leaders to evaluate IT equipment, propose changes, and draft action plans.
- Performed tests of functionality, security, and performance of workstations and laptops before deploying.
- Deployed Lenovo, HP, and Dell desktops and laptops, and Honeywell PDAs and barcode readers.
- Installed, configured, and troubleshoot Windows, office, outlook, antivirus, and company production programs.
- Created, moved, unlooked, and deleted user and computer accounts and resolve passwords issue.
- Deployed OS over SCCM and USB based on the role, model, and functionality of the device.
- Joined to and removed computers from the domain, and force GPO.
- Configured and deployed HP desktop and Network printers, and Zebra label printers as per business needs
- Installed, configured, and troubleshoot peripheral devices such as printers, scanners, barcode reader, ...etc.
- Deployed systems, programs, and peripherals according to justified reasons and business demands.
- Checked and replaced damaged items, updated their availability on the Barcodery IT assets inventory system.
- Collaborated with vendor and authorized service center to fix faulty components and resolve advanced problems.
- Oversaw the vendor service team during installation of turnstiles, APs, CCTV cameras, and ensure complies to technical designs and company standards, point out issues, follow delivery, and provide status reports.
- Configured new Hikvision cameras and enrolled in the HikCentral system.
- Configured Honeywell EDA50K&K51 PDAs, enrolled in IBM MaaS360 MDM system, and assign device policy.
- Managed Honeywell PDAs, upgrade firmware, resolved issues, and reverted faulty units to prevent property loss.
- Performed quarterly IT assets inventory and coordinate with team leaders to track missing items.
- Managed and tracked IT stock, kept enough items in the IT store, and requested supplies.

IT Support Technician | *University of Hail Project, on behalf of Al-Khaleej Training and Education, Hail, Saudi Arabia Aug 2015 – Jul 2021*



❖ **Achievements:**

1. Implemented virtualization technology and provided an experimental environment to instructors and students.
2. Delivered onsite and remote technical support and maintained on-call after-hours and weekend emergencies.

❖ **Responsibilities:** *are Includes but not limited to*

- Served as first point of IT support for the deanship and company, delivered support for a wide range of devices.
- Actively listened to staff requests, confirming full understanding before addressing concerns.
- Offered outstanding Support service to senior management and fulfilled the deanship expectations.
- Provided dynamic leadership for IT operations and development; defined and executed OS and software upgrades and patches.
- Installed, configured, and maintained operating systems, programs, antivirus, firewall, and Implemented system patches, security fixes, and service updates.
- Configured and managed file server and granted access permissions of files and folders
- Periodically monitored and performed security scans for critical systems.
- Removed security threats such ransomware, malware, and backdoor from laptops, desktop.
- Implemented, developed, and tested installation and update file and print server for company staff.
- Researched and made recommendations regarding infrastructure/services changes and upgrades.
- Maintained tracking record for computers, laptops, printers, scanners, and other company items.
- Corrected the connectivity faults and restored access to the university networks and the public web.
- Purchased, configured, and deployed new APs to extend Wi-Fi coverage inside building.
- Responded to Instructors support requests, diagnosed, and fixed issues in the labs.
- Suggested best virtualization solution in computer labs depend on the hardware specifications.
- Escalated complex issues the vendor and provided remote access to the engineers to fix technical issues.
- Performed a scheduled maintenance for Labs to keep them in perfect condition
- Blackboard platform user (University of Hail LMS system)
- Ellucian Banner System (V.7 and V.9) Registrar
- University Transactions System user
- PY student portal superuser (reports, marks, schedules, ...etc.)

Project Manager Assistant | *University of Taibah Project, on behalf of Al-Khaleej Training and Education, Madinah, Saudi Arabia Aug 2014 – Jul 2015*



❖ **Achievements:**

1. Worked as Project director assistant for IT and administrative tasks.
2. Offered essential computer and MS office training for the deanship management staff.

❖ **Responsibilities:** *are Includes but not limited to*

- Collaborated with the project manager and team members to comply with needs for project requirements.
- Held orientation sessions for the new employees and directed them to the branches.
- Tracked and ensured employee file is complete and no documents are missed.
- Followed up with other branches and solve in case of any problem and inform the project manager about it.
- Collected and received all medical reports and leave requests and enter them in the timesheet.
- Collected and prepared timesheet for all project staff in all branches and send it to the HQ in Riyadh.
- Collected and prepared all documents needed to submit the family visa application and send it to the HQ.
- Prepared and printed all letters required by employees and project.
- Collected, verified, and approved invoices and referred them to the finance Dept. in HQ and kept a copy in project file.
- Collaborated with the project manager and team members to comply with needs for project requirements.
- Analyzed team requests to determine procured necessary equipment, software, and services.
- Managed and motivated project team to promote collaboration and keep members on-task and productive.
- Tracked project and team member performance closely to quickly intervene in mistakes or delays.
- Closely collaborated with project members to identify and quickly address problems.

- Investigated and corrected or escalated project problems to the project manager.
- Managed office equipment (computers, printers, scanners, copiers, faxes, the Internet, a safe).
- Purchased stationery, time attendance devices, network storage, and internet services, and configured, installed, and deployed.
- Performed periodic backups of all trainers' work files and project documents.
- Diagnosed and repaired computers and network connectivity issues.

Computer Technician | *University of Shaqra Project, on behalf of Al-Khaleej Training and Education, Afif & Shaqra, Saudi Arabia Oct 2010 – Jul 2014*

❖ **Achievements:**

1. Installed and configured “Cambridge IT Certificate” CIT exams lab includes 25 stations in Afif education collage.
2. Installed and configured “Direct English” an English learning study lab includes 18 stations in Shaqra P.Y deanship.



❖ **Responsibilities:** *are Includes but not limited to*

- Established and maintained solid working relationships with the deanship leaders and employees.
- Explained technical information in clear terms to non-technical individuals and suggested proper solutions.
- Managed old computer lab and installed & deployed new workstations, file server, and peripheral.
- Oversaw MIS company team during installing two computer labs in Afif education & management collages.
- Oversaw FIT company team during installing PANO system lab in Afif education collage - female campus.
- Developed detailed maintenance schedules for Labs to keep them in perfect condition
- Responded to IT support request, troubleshoot, and resolved IT issues.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Deployed updates and applied windows patches and service packs to the server and workstations.
- Installed new versions of software and drivers to eliminate security problems.
- Installed and managed wireless APs and network infrastructure.
- Served as a contact point between ISP and the college to ensure connection link is up, and fix connection issues.
- Maintained data security through installation of protective software (Antivirus and Firewall) and conduct regular tests.
- Followed up with the deanship management to verify customer satisfaction following support and problem resolution.
- Compiled and maintained procedural information with standards, inventory, and repair best practices.
- Maintained skills necessary to diagnose technical issues, devise effective solutions and advise staff on best practices to avoid future difficulties.
- E-Register system registrar (Shaqra University Registrations System)
- Tadarus system coordinator (Imam University Distance Education and e-Learning Deanship)

ICDL Exam Coordinator | *Now Horizons Computer Learning Center Hail, Saudi Arabia Jan 2009 – Oct 2010*



❖ **Achievements:**

1. Retain existing candidates and aquacise new candidates by providing world-class service.
2. Contribute to expanding exams sales throughout candidate dispelling concerns, and held pre-exam that provides the candidate with the knowledge about the actual exams

❖ **Responsibilities:** *are Includes but not limited to*

- Monitored the stock and Prepared purchase requests for the exams balance, cards, and materials.
- Answered questions and provided support before and during the exam and after the exam to receive feedbacks.
- Verified the payment of exam fees before proceeding to book exams.
- Installed, supported, and maintained exams hardware and software infrastructure according to best practices.
- Linked computers to the network and peripheral equipment
- Patched software and installed new versions to eliminate security problems and protect data.
- Validated identification before allowing candidates attend to the exams room.
- Clarified Exam rules, policies, and procedures to the candidates.
- Helped candidates who have difficulty with exams and respond to unexpected occurrences with professionalism.

- Reported to the ICDL company regarding incidents.
- Requested, received, and verified certificates to ensure that there are no missing or incorrect candidate data.
- ICDL portal admin (create candidates accounts, set passwords, link to cards, reserve exams, and update records)

Network Hardware

- Servers: Dell R610, HP DL360 G7, Supermicro 6026TT
- Cisco Routers: 1841, 2621XM, 2811, 2821
- Cisco Switches: 2960, 3560, and 3750 + Non-managed TP-Link
- Western Digital Lan Storage: WD My Cloud “4TB Personal Cloud Storage”

Knowledge

Windows 10 and prior, Windows Server W2K3 up to W2K19, Windows Hyper-V, AD, DNS, DHCP, WDS, WSUS IIS, GPO, VPN. File server, Storage RAID 0-1-2-5, Security, HA, MS Office, Office 365, Linux Ubuntu, Centos, Kali, Oracle VirtualBox, VMware Workstations and ESXi, LAN, WLAN, WAN, OSI 7L model, TCO/IP model, Network topologies, Network Media, IP and subnetting, Cisco IOS, VLAN, NAT, Switching and Routing technologies, WAN technologies, infra services, Network Security, Security, Cybersecurity, VPN, Antivirus, Firewall, Jira, Confluence, MENAME, BambooHR, OneLogin, LastPass Enterprise.

Education

Diploma in Networking | May 2004 – Jul 2006
New Horizons Institute - Hail, Saudi Arabia
GPA: 4.9/5 Awarded as "*Distinguished Student*"

Languages

Arabic
 English

Certifications and Courses

2018	CEH	2020	CCNA Cyber Ops
2016	CCNA	2020	CompTIA Security+, Abad net Institute
2016	CCENT	2020	ITIL v4, Abad net Institute
2010	MCDST	2018	Linux CentOS, Zoom Technologies Institute
2010	MCP	2018	MCSE2012, Zoom Technologies Institute
2009	ICDL	2016	Self-Management and Achieving Distinction, University of HAIL
		2016	Information Security Management Skills, University of HAIL
		2008	MCSA & Exchange 2003, Zoom Technologies Institute - India
		2008	CCNA, Zoom Technologies Institute - India

Activities and Memberships

- **Homathon virtual hackathon** | Saudi Federation for Cyber Security and Programming. May 2020
- **Saudi Red Crescent Authority** | First A Volunteer Member. June 2019
- **TEDx Hail College of Technology** | Organizing Volunteer Member. March 2019
- **Flightradar24** | ADS-B receiver Host (F-OEHL1). Mar 2017 - Jul 2021