

Wathiq Yousufi

IT // Network Support Engineer / J.Oracle 11g DBA

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I look forward to expanding my career potential in a rapidly growing company that provides a challenging environment, where I can apply my capability and experience in the field of Information Technology. Seeking high degree of achievement, self-motivated, with updated knowledge performance.

Work Experience

2012-01 - present

IT Support Engineer – Zahrat Alrwadha Pharmacies Ltd | Planet.ae.

- Install and configure all pharmacies POS System.
- Perform installation, maintenance, and operation of network equipment.
- Perform all of installing, troubleshoot, and configuring Servers, Desktops, Laptops, Printers, Scanners and all other Ends devices.
- Support Solver and Inventory Software's.
- Support Firewalls like Fort iGATE 30F, 40F, 50F and 300D.
- Working with Assets tag for already installed devices.
- Install and configure Printers like (HP, Shelf Tag, POS and Richo)
- Support Honeywell scanners and Customer display.
- Handlin all Managengine Helpdesk Tickets.
- Tracking all ISP Routers/Modems
- Tracking all vendors invoices with finance team.

2012-01 – 11-2022

IT || Network Support Engineer - Business Management Co Ltd. Saudi Arabia

- **Inma Bank project Riyadh– Saudi Arabia:**
 - Manage, Install, configure and Troubleshoot bank branches' Desktops/Laptops and their accessories.
 - Manage, Install, configure and Troubleshoot bank ATMs Communication devices Such (Routers, Switches, and Modems)
 - Support NOC/SOC at Inma Bank Datacenters including Cisco, Juniper, Fortinet, and F5 [Routers, Firewalls, switches]
 - support +500 sites bank branches and ATMs Network.
 - Support +40 digital Kiosk machine (Self-Services Machine).
- **GZAT (General Authority of Zakat & Taxes) project Riyadh - Saudi Arabia:**
 - Perform all Helpdesk & Network tasks.
 - Perform installation, maintenance, and operation of network equipment at GZAT data centers including Juniper & Cisco routers, Firewalls, switches, and distribution.
 - Perform all of installing, troubleshoot, and configuring Servers, PCs, Printers, Scanners, Routers and Switches and all IoT.
- **Mobily and STC Projects - Central & Eastern Regions - Saudi Arabia:**
 - Performed installation, maintenance, and operation of network equipment at STC Data centers and Mobily data centers including Juniper routers, Firewalls, switches

- And distribution & Cisco routers, Switches & Fortinet FortiGate Firewalls & F5.
- Assisting Network Operation Center (NOC) and Security Operation Center (SOC) by providing technical support from the data center.
- Detected malfunctioning network and made required changes.
- Responsible for the troubleshooting of network ports and network devices when the link is down and when the site is disconnected.
- Analyzed and solved connectivity issues.
- Support FTTH, VDSL, ADSL and public Wi-Fi internet.
- Support MDFs, MDUs, ODFs, FPPs, and patching [Fiber & Copper].
- Support Access point Outdoor/Indoor and Switches (Aruba & Huawei vendors).
- Support ISP services such as TCP/IP, DDA, DIA, IP-VPN, and Ethernet.
- **Huawei Company Project – Western Region – Saudi Arabia**
 - MDUS devices → Install, Dismantle, Troubleshooting, Configuration.
 - 5G ATN Devices → Install, Dismantle, Troubleshooting, Configuration.
 - Patching → Perform all DCs, Shelters, and Terminals patching.
 - Work and knowledge with ISDP App.

2014-12 - 2015-10

Site System Engineer. *Siddiqui Infratech Company W.L.L Saudi Arabia – Bahrain*

- **King Fahad Causeway Authority project Khobar & Manama:**

- Tollgate Software Systems [TollIntrans, TollCRM, Report Engine, and Checkout]
- Tollgate Hardware System [Lane Electronic Box, Lane PCs, PFDs, Sensors, Loop Detectors, Light Signals, Largest Screens, and weight scales].
- Troubleshoot and Configure a Cisco Routers, and Switches.
- Perform all tasks related to 5 Servers on the site.
- Dealing with many Brands and vendors such as HP, Dell, Cisco, Microsoft, Juniper, and APC.

2009-02 - 2011-11

IT Support Engineer. *Al-Khaleej for computers & electronic systems Ltd. Saudi Arabia.*

- **King Fahad Specialist Hospital - Dammam Project:**

- Installing, troubleshoot, and configuring Servers, PCs, Printers, Scanners, Routers, and Switches...
- Troubleshooting and solving all Technical issues on the site.
- Help and Guide all users on the site on how to communicate and face technical issues.

- **Ministry Of Social Affairs - Southern Area Project:**

- Installing, troubleshoot, and configuring Servers, PCs, Printers, Scanners, Routers, and Switches
- Troubleshooting and solving all Technical issues in all southern branches.
- Help and Guide all users on the site on how to communicate with app and web app.

2005-03 - 2008-03

Oracle & V.B Programmer. *Taiz Soft for Computer and Info Sys Ltd. Taiz - Yemen.*

- **Oracle 9i & V.B 06 Programmer:**

- Analysis of application program
- Designing GUI
- Designing Database
- Creating Database
- Control and Maintenance Database as a DBA.
- Programming with: Microsoft Visual Basic 0.06, Oracle form, Oracle 9i, 10G, 11G R 2, MS Access, My SQL, SQL Server, HTML, and PHP.

2006-4 - 2008-03

IT Support Engineer. *Taiz Soft for Computers and Info Sys Ltd. Taiz – Yemen*

- As an IT Support Engineer performs the following:
 - **Install and uninstall any version of windows.**
 - **Install and Uninstall Drivers for any PC.**
 - **Install and Uninstall any application or tool.**
 - **Install and Uninstall Network Devices, Printers, Scanners, Label Printers, etc.**
 - **Dealing with many Brands and vendors such as HP, Dell, Cisco, and Microsoft.**

Education / Certificates / Training

- Community College – 3Yrs Diploma in Computer Programming → 2.89 GPA.
- Oracle 11G R2 Certified Associated (OCA). → 98 % *online certificate*
- Microsoft Certified Professional (MCP) → 94% *online certificate*
- CCNP & CCNA self-Training.
- MCSA 2016 Self-training
- VMware vSphere Self-training
- FortiNet Self-training.

Personal Skills & Interest

- Continuous improvement of myself - working in Computer Programming or IT Field - Learning any things that related to my skills.
- Good all types of communication Skills & time management and prioritizing skills.
- Good Knowledge of Documentation and strong critical thinking with a quick learner.
- Ability to Work with other Department to Income more Supporting and Advantages.
- Ability to Work with a team and under pressure.
- Excellent Oral & Written Communication Skills in Arabic (As mother Language).
- Good demonstrated analytical skills.
- Good planning, organization, and problem-solving.
- Strong problem solving, analytical, process improvement, and organizational skills

Skills

- +10 Years' experience supporting from Data Centre's such as (STC, Mobily and INMA BANK)
- Working with multiple CISCO, Juniper, HP, Huawei and Dell platforms.
- Responsible for monitoring/troubleshooting networking systems, networking devices, and documenting all the cases in the ticketing system.
- Routing skills: OSPF, EIGRP, Static, RIPv1, RIPv2.
- Switching skills: FHRP (HSRP, VRRP, GLBP), VTP, Ether Channel, Access switching, STP.
- Troubleshooting Layer 2/3 Switching like STP, RSTP, VTP, BPDU, UDLD and Ether Channel.
- Dealing with VLANs, Private VLANs, and Inter-VLANs Routing utilizing SVI's, Router-on-Stick.
- Monitoring Fast Ethernet, Gigabit Ethernet, Ten Gigabit, and trunk interfaces through Syslog.
- Troubleshooting layer-3 connectivity issues in HSRP enabled Routers and Switches.
- Troubleshooting the wireless network issues using Cisco and Aruba wireless.
- Follow up on daily cases to make sure they are current and close them before hitting SLA.
- Security knowledge FortiGate, Juniper and Cisco Firewall's.
- Designing and Maintain Databases on (Oracle, SQL Server, My SQL, and MS Access).
- Strong analytical skills; able to work with a technician from various engineering disciplines to troubleshoot complex System-level issues.
- DNS, DHCP, Active Directory, TCP/IP, IP-VPN, DDA, and DIA.
- Strong solving of LAN, WAN, Loop Detectors, PFDs, Large screens, and Laser sensors.
- Applications developer by using (Microsoft V.B 6 & Oracle Forms & C++ & C# and Java).
- Strong SQL Database experience "Oracle Database Certified".
- Windows 2008, 2012, 2016 and 2019 administrator.
- Very good in Virtualization VMware, vSphere, VCenter.
- Managing and supporting all Versions of Windows (XP, Vista, 7, 8, 10 and 11)