

Wathiq Yousufi

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

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I look forward to expand 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 & 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, 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.

- **GZAT (General Authority of Zakat & Taxes) project Riyadh - Saudi Arabia:**

- Perform all Helpdesk & Network tasks.
- Perform installation, maintenance and operation for network equipment at GZAT data centers including Juniper & Cisco routers, Firewalls, switches and distribution.
- Perform all of installing, troubleshoot and configure Servers, PCs, Printers, Scanners, Routers and Switches and all IOT.

- **Mobily and STC Projects - Central & Eastern Areas - 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 of network and made required changes.
- Responsible for the troubleshooting of network port 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 Area – 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 have 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 PC's, PFD's, Sensors, Loop Detectors, Light Signals, Largest Screens and weight scales].
- Troubleshoot and Configure a Cisco Routers, Switches.
- Perform all tasks that related to 5 Servers in 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 configure Servers, PCs, Printers, Scanners, Routers, and Switches...
- Troubleshooting and solve all Technical issues in the site.
- Help and Guide all users on the site how to communicate and facing technical issues.

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

- Installing, troubleshoot and configure Servers, PCs, Printers, Scanners, Routers, and Switches
- Troubleshooting and solve all Technical issues in all southern branches.
- Help and Guide all users on the site 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 to 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 IT Support Engineer perform 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, and Label Printers etc.
- Dealing with many Brands and vendors such as HP, Dell, Cisco, and Microsoft.

Education

- Community College – 3Yrs Higher Diploma in Computer Programming → 2.89 GPA.
- Oracle 11G R2 – Oracle Certified Associated (OCA). → 98 % *online certificate*
- Microsoft MCSA – Microsoft Certified Professional (MCP) → 94% *online certificate*
- CCNP & CCNA Training and preparing for Certificate.

Personal Skills & Interest

- Continuous improving 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 quick learner.
- Ability to Work with other Department to Income more Supporting and Advantages.
- Ability to Work with team and under pressure.
- Excellent Oral & Written Communication Skills in Arabic (As mother Language).
- Good demonstrated analytical skills.
- Good planning, organization, problem solving.
- Strong problem solving, analytical, process improvement, organizational skills

Skills

- Routing skill: OSPF, EIGRP, Static, RIPv1, RIPv2, etc.
- Switching skill: FHRP (HSRP, VRRP, GLBP), VTP, Ether Channel, Access switching, STP, etc.
- Responsible for monitoring/troubleshooting networking systems, networking devices, and document all the cases in ticketing system
- working with multiple CISCO platforms (eg: 3750,7200,7600,4500,6500 / Nexus 5K/7K
- Troubleshooting Layer 2/3 Switching issues like Spanning Tree, Rapid Spanning Tree, VTP, Root Guard, loop Guard, BPDU, and UDLD.
- Creating VLANS, Private VLANS, modifying Vlans and Performing Inter-Vlan Routing utilizing SVI's, Router-on-Stick model.
- Monitoring Fast Ethernet, Gigabit Ethernet, Ten Gigabit and trunk interfaces through syslog's
- Troubleshooting layer-3 connectivity issues in HSRP enabled Routers and Switches.
- Troubleshooting the wireless network issues using Cisco and Aruba wireless LAN controllers
- Follow up on daily cases to make sure they are current and close them before hitting SLA.
- Knowledge of FortiGate and security and planning to get a certificate.
- Configuring Switches, Routers and well knowledge in Routing Protocols.
- Strong analytical skills; able to work with technician from various engineering disciplines to troubleshoot complex System-level issues.
- Data Center Support Servers and network components and different devices.
- DNS, DHCP, Active Directory, TCP/IP, IP-VPN, DDA and DIA.
- Strong solving of LAN, WAN, Loop Detectors, PFDs, Large screens, Laser sensors.
- Designing and Maintain Databases on (Oracle, SQL Server, My SQL and MS Access).
- Installation Configuration and Troubleshooting of Networking Components (Switches –Jumper's Firewall – Routers – Wi-Fi Access Points).
- Managing and supporting Servers software and hardware.
- Managing and supporting all Versions of Windows (XP, Vista, 7, 8 and Win 10).
- Applications developer by using (Microsoft V.B 6 & Oracle Forms & C++ & C# and Java).
- Good in Software engineering and System analyses.
- Dealing with OP such as Linux, Windows, Solaris, and UNIX.
- Teamwork and achievement assigned tasks with high responsibilities.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Strong skilled Applications running on Windows and have knowledge on SUN.
- Strong SQL server Database experience "Oracle Database Certified".
- Knowledge of Web server and Shared Services.
- Flexible, Ability to work effectively in Team environment and also under pressure.
- Very Keen on continuous learning
- Reliable, trustworthy and meticulous