



# ASFA AZIZ ANSARI

Executive Administrator



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## ABOUT ME

I utilize my skills and experience to their fullest potential. Throughout my career, I have consistently delivered exceptional results by prioritizing client service, I take great pride in my ability to meet and exceed expectations, and I am committed to making a significant impact in the realm of IT and administrative responsibilities.

## WORK EXPERIENCE

### SM TECHNICAL SERVICE

DUBAI, U.A.E

Jan-2022 ON GOING

### EXECUTIVE ASSISTANT

- Serve as the primary point of contact and coordinator for a team of employees, handling all communication and scheduling.
- Maintain an up-to-date knowledge of team members' individual roles, responsibilities, and skillsets.
- Develop and maintain strong relationships with team members, providing support and guidance as needed.
- Proactively identify opportunities for process improvements and make recommendations to management.
- Handle all administrative tasks for the team, including but not limited to expense reports, time off requests, and travel arrangements.
- Handling of letters such as salary certificate, NOC for employees and management as required
- Serve as the liaison between the team and other departments within the company, relaying information as needed.
- Handling of all types of visa and renewal processing accordingly,
- Help resolve conflicts within the team, escalating issues as necessary.
- Create and maintain team documents, including but not limited to the team charter, org chart, and contact list.
- Plan and coordinate team events, both social and professional.
- Conduct regular check-ins with team members to ensure everyone is on track with their goals and objectives.
- Prepare monthly reports for management detailing team progress and accomplishments.

### SIMBA TOYS ME FZE (JAFZA)

DUBAI, U.A.E

Jan-2013 to Jun-2019

### IT COORDINATOR

- Provide technical support to 180 + staff on use of software and devices.
- Experience in implementing and managing Microsoft Dynamics AX9 and Dynamics 365 Operations.
- Manage, maintain, and publish applications in Citrix.
- Maintain IT hardware and software asset register.
- Responsible to ensure technical and Hardware Support to all IT Hardware Desktops laptops, Printers, Servers, and Network Infrastructure.
- Configured, deployed, and maintained support for end user daily in fast paced environment.
- Responsible for carrying out maintenance tasks necessary to ensure the systems provide optimal performance.
- Train end-users on data entry, use of system reports and queries, and various uses of the data.
- Provided Remote Desktop Support to our client through a centralized server.

## SOFT SKILLS

- TEAM LEADERSHIP.
- SOLUTION DEVELOPMENT.
- STRATEGIC PLANNING.
- PROBLEM SOLVING.

## ACHIEVEMENTS

### Pathfinder in MSP:

Proud to be a explorer in Analyzing & Implementing Patch Management for over 80+ Clients

### MS Dynamics AX9 & Dynamics 365:

Worked on ERP rollouts, data migration, system integration and process optimization

### Infrastructure Management:

Implementing the Latest Technology and Practices to improve the efficiency of the IT Infrastructure

## PASSIONS

- Research in Latest
- Continuous Learning and Problem Solving.

## EDUCATION

### ▪ SZABIST UNIVERSITY

Master of Information Technology. Dubai-2005

Master in Information Technology & Computer Sciences.

### ▪ PRESTON UNIVERSITY

Bachelor of Technology. Ajman-2003

Bachelor in Information Technology & Computer Sciences.

## INFORMATION TECHNOLOGY

### TOOLS:

Service now Solar winds MSP, N-able MSP, Atera RMM, Connect wise, IT Boost, 1Password, Connect wise Screen Connect

### BACKUP & SECURITY

Aaronic Cloud Backup, Veeam Backup, MSP, Altaro Backup

### PORTFOLIO MANAGER

Maintain & Organize IT Assets, Excel, SCCM Report.

### NETWORKING

Cisco IP Phone, Cisco SW FortiGate, SonicWALL, Checkpoint Router and Switches

## PROJECTS

### Citrix Implementation in SIMBA TOYS ME FZE

- Implemented Citrix Infrastructure.
- Managed Citrix XenDesktop and XenApp Deployed.

## PERSONAL DETAILS

- **VISA STATUS**  
Spouse Visa
- **MARITAL STATUS**  
Married

## DRIVING LICENSE

- **Driving License Category.**  
Light Vehicle Driving License

## INNOVATION EXHIBITION ORGANIZATION

DUBAI. U.A.E  
Apr-2005 to Apr-2007

## PRESTON UNIVERSITY

AJMAN. U.A.E  
Feb-2002 to Nov-2003

- Install hardware upgrades for network servers, gateways, and associated telecommunication devices.
- Conduct basic system training and customization for new users, Maintain control of access rights, security settings, and user privileges.
- Configure and troubleshoot network servers and network client software installations and updates.
- Maintaining the active directory, file server, database server, print server, web & email server. Windows Server 2003: Creating users in Active directory, resetting password, DHCP scopes defining, Sharing File and Folders and printers with the required Permission Level.
- Responsible for database backup.
- Install and manage windows update, such as security & critical updates.
- Responsible for installation and updating software, service packs, patches, and corporate Kaspersky Antivirus for clients.
- Negotiate with vendors, outsource and contractors for IT purchases.

## DATABASE MANAGEMENT ADMINISTRATOR

- Modified database structure as required.
- Installed updated versions of the equipment, software, and hardware already in use.
- Managed recovery and back-up plan for the database system.
- Generated reports from database system as required.
- Controlled the access of database system accordingly.
- Maintained security levels in the system.
- Provided storage plans for database system required in future.
- Communicated with end users to understand their technical need and troubles faced while operating with the database system.
- Carried out essential maintenance logs necessary to ensure the systems provide optimal performance without any malfunction

## ASSISTANT IT ADMINISTRATOR

- Handled daily operations of the IT Department.
- Created, updated & maintained the user profile of students and staff members & also device profiles.
- Installed & maintained troubleshooting of all computers.
- Analyze and troubleshoot connectivity problems to the internet through DSL, ISDN, dial-up and cable modems.
- Supported MS Windows and wireless users in configuring their systems for internet connectivity.
- Installed & configured different platforms for E-mail clients and supported web-based mail administration.
- Collaborate with students and staff members for needs and preferences.
- Coordinated maintenance request with administrative staff in a timely manner.
- Maintained customer call-log and resolved customer queries.
- Liaise with various departments on all matters related to Emirates Internet services.