

ANEES SAAD SAAD

COMPUTER ENGINEER (IT)



PERSONAL DETAILS:

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State: United Arab Emirates DUBAI

Nationality: SYRIAN

Visa status: Employment VISA

Date of Birth: 15/01/1986

Driving License: Yes

Marital Status: Married

OBJECTIVE

Experienced IT Support professional with a strong background in troubleshooting, user support, and system maintenance. Skilled in diagnosing technical issues, providing timely resolutions, and ensuring smooth operations. Committed to delivering excellent customer service and collaborating effectively with cross-functional teams. Seeking to leverage expertise in IT support to contribute to the success of a dynamic organization and further enhance my skills in a challenging and growth-oriented environment.

EDUCATION

Bachelor Degree in Electronic Engineering Department of Computers & Automatic Control Engineering

Graduated in 2009 with the grade of : 70.78 % (Very Good)

Syria/ Tishreen University.

PROFESSIONAL EXPERIENCE

MAJID AL FUTTAIM HYPERMARKET (CARREFOUR) UAE, DUBAI (2016 – RECENT)

IT SUPPORT

I have joined Majid Al Futtaim Hypermarket Carrefour from 2016 until now. Designated as IT Support.

Job responsibility:

- Are crucial in coordinating with colleagues and providing timely updates to users regarding the status of their support requests.
- Incident Management: Managing and resolving IT incidents and service requests within established service level agreements (SLAs). This involves prioritizing and escalating issues as needed to ensure timely resolution and minimize disruption to business operations.
- Providing Technical Assistance: Responding to user inquiries and resolving technical issues related to hardware, software, and network systems. This could involve troubleshooting problems, diagnosing errors, and providing solutions to ensure smooth operations.
- User Support: Assisting employees with IT-related matters such as setting up new user accounts, password resets, software installations, and configuration changes. responsible for providing guidance and support to ensure users can effectively utilize the company's IT resources.
- System Maintenance: Conducting regular maintenance tasks such as software updates, security patches, and system backups. This helps to keep the IT infrastructure secure and up to date, minimizing downtime and potential vulnerabilities.
- Network Management: Assisting with network infrastructure management, including monitoring network performance, configuring routers and switches, and troubleshooting connectivity issues. Also be involved in managing network security measures to protect against unauthorized access and data breaches.
- Hardware and Software Management: Managing the inventory of hardware and software assets, including procurement, deployment, and disposal. Responsible for ensuring that all IT equipment is functional, up to date, and properly licensed.
- Documentation and Knowledge Sharing: Maintaining documentation of IT systems, processes, and solutions. This includes creating user guides, troubleshooting manuals, and knowledge base articles to enable self-help for users and to enhance the overall efficiency of the IT support team.
- Collaboration and Communication: Collaborating with other IT team members and departments to address complex technical issues or implement system enhancements. Effective communication skills.

COMSEC (COMMUNICATION SECURITY) UAE DUBAI (JUN, 2015 – 2016)

IT SALES MANAGER

Job responsibility:

- Identification of prospective clients, new growth opportunities, generating new leads and converting them to revenue.
- Extensive understanding of local market for increasing sales irrespective of small, medium and large accounts.
- Developing business requirement through Contacts, emails, Cold Calling & References.
- Learn and motivate in Security environment

NEN (NATIONAL EDUCATION NETWORK) UAE DUBAI (APR, 2014 – APR 2015)

IT EXECUTIVE /NETWORKS MANAGEMENT

Worked at NEN academic in Dubai, I worked as an IT Engineer.

Job responsibility:

- Implementing maintaining and monitoring all the infrastructures in the institute, included all the equipment's configuration, provide support for server hardware and daily server data backup,
- Implementation and installation of hardware updating/upgrading and maintaining. I was a supervisor at Prometric and VUE Microsoft exams preparing the workstation.
- providing the connection to the main server in US responsible for any problem could cause, downloading the exam and uploading the result.

TISHREEN UNIVERSITY (SYRIA) (SEP, 2009 – DEC, 2014)

PROFESSOR ASSISTANT

Worked as a Professor Assistant for five years in the college of 'Information and Communication Technology' in Lattakia/Syria.

My main responsibilities were to help the preparation of the practical courses, helping the students in their projects, and in teaching a lot of courses ex:

- Networking 1 for the 3rd year students
- Networking 2 for the 5th year students
- Operating Systems for 2nd year students
- Artificial intelligence for 3rd year students

CERTIFICATIONS AND TRAINING

- CISCO Certified Network Associate (CCNA)

New Horizons center

Syria/ Damascus

- CISCO Certified Network Professional

New Horizon Center

Syria/ Damascus

- Comptia N+ , A+
- Power BI and Data Analysis.

SPECIAL SKILLS

- Work effectively in a team.
- Communication skills.
- The desire to learn.
- Take responsibility.
- Initiative.
- Working with full understanding of the corporate code of ethic.
- Strong ability to work under pressure and time constraints.

LANGUAGE

English : Good Speaking , Good Reading , Good Writing .

Arabic native.