

WALID HASSAN AHMAD



P.O. BOX 626 DUBAI, UNITED ARAB EMIRATES

• CELLULAR PHONE +971 50 688 9868 •
+971 55 688 9868 •

• EMAIL: WALIDNNK@EIM.AE

• EMAIL: WALID_HASAN@HOTMAIL.COM

CAREER OBJECTIVE

With a total experience of 21 years' in the field of ICT (information and communication technologies) obtaining certification as a Microsoft Certified Professional, I aspire to reach higher levels of contribution to the organization I work with towards achieving their objectives and my own goals of personal development and growth.

PROFESSIONAL EXPERIENCE

2021- Present

Operation controller / Luxury division

Emirates Moto (Emirates Transport) - Dubai Police Project



- Completed customer order and warranty services according to manufacturer specifications.
- Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.
- Created and maintained detailed database to develop promotional sales.
- Handled customer issues with confidence, using complex problem solving to provide effective resolution.
- Developed estimates by costing materials, supplies and labor.
- Maintained high customer satisfaction standards to meet or exceed target.

2011- 2020

ICT Site Engineer /Assistant manager for SHJ & FUJ

Al Nabooda Automobiles LLC.



The Sharjah branch is a site of 3 Brands Porsche/Audi/VW (3 showrooms/workshops/Spear parts) where I handled IT Helpdesk to ensure the smooth going of the daily operations. Handling the broad spectrum of IT operations from hardware maintenance to whole system troubleshooting and the job description was as follows:

Responsibilities:

- Appointed as **PPN** (Porsche Portal Network) coordinator from **PME** (PORCHE MIDDLE EAST) to assist and provide a solution for PPN users responsible for Troubleshooting, creating, installing the user certificates and any related issues to PPN.
- **Responsible for running the PIWIS TESTER AS FOLLOWS:**
 - Configuring the PIWIS TESTER II diagnosis system for the PORCHE workshop
 - Troubleshooting the PIWIS TESTER when users face any issues.
 - Raising PRMS tickets for the PIWIS TESTER to PME.
 - All tester related activities (contract, updates, and maintenance)
 - Installation of parts catalog **PET** (Porsche).
- **Responsible for running the VAS/ODIS AUDI & VW.**
 - Configuring the **VAS** diagnosis system for the AUDI & VW workshops.
 - Troubleshooting **ODIS system**.
 - Raising tickets to AVME.
 - All VAS related activities (license renewal, updates, and maintenance).
 - Installation of parts catalog **ETKA** (VW and Audi).
 - Administration (workshop manual for VW) **cpn.portal** for creating and assisting users.
- Co-ordinate at the project site for WAN/VPN/internet etc.
- Coordinate with IT vendors per required support.
- Window domain configuration & management.
- Support on Cisco firewall/Router configuration.

- Work with support teams on day-to-day operational issues.
- Manage multiple projects and track vendors' adherence to SLA.
- **IP Camera:** Maintaining and administering devices e.g. IP-Camera, DVR, Face and Fingerprint reader (**attendance machines**).
- Responsible for laying the network point from switch to the concern Dept.
- **IP Telephone:** Configuring and troubleshooting IP Telephone (Cisco) both desktop and wireless at user end, wireless access point.
- Provide executive-level administrative support to the Vice President of Technology.
- Coordinated projects and events exercising the ability to improvise, improve procedures, and meet demanding deadlines.
- Following up the daily manual backup system and restore processes to ensure working efficiency for APD (CDK) auto line software.

Assistant ICT Manager

2001 – 2011

Khalifa J. Al Nabooda Group of Companies, Dubai, UAE



Khalifa Juma Al Nabooda Group Of Companies is a large local conglomerate with diversified business interests including automotive, engineering, construction, trade, real estate, and services. The group is the exclusive distributor of brands such as Porsche, Audi, Volkswagen and OTIS and is comprised of 47 wholly owned, associated and joint venture companies.

- Providing information systems and technology support for the achievement of Holding Company mission and objectives; administers, maintains operating stability and efficiency and ensures the security of the Company's network systems and infrastructure
- Conducts technology research, purchases, deploys and configure new hardware and software.
- Performing configuration and adjustments to enhance MS SQL database file capacity.
- Evaluating requests of hardware and software researches and recommends solutions to technology needs, compatible with the Company's technology architecture and infrastructure.
- Establishing and maintaining documentation of the company network and systems architecture.
- Following up on Internet performance and firewall security issues, and coordinating with IT Manager.
- Replacing IT manager during his leave or in his absence.

Systems and Networks Administrator

Khalifa J. Al Nabooda Group of Companies, Dubai, UAE

Responsibilities:

- Administering system-level security procedures.
- Establishing and maintaining user accounts, assigning file permissions and establishing password and account policies.
- Installing, upgrading and configuring, maintaining and supporting the operating system software in a production environment.
- Reviewing server/computers performance logs and monitoring system performance. Troubleshoots and resolves systems hardware, software and communications problems.
- Monitoring and updating all programs of antivirus in the network, servers and workstation.
- Following up the automated/manual backup system and restore processes to ensure working efficiency via **VERITAS** solution.
- Installing, configuring and evaluating software packages, providing the users with my supervision and technical support.
- Providing application protection systems and safety for devices and peripherals to gain the best performance of each workstation.
- Supporting users to formulate technology solutions and ensure the effective safeguarding and sharing of Enterprise information.
- Assisting in drafting requests for proposal for hardware or software.
- Implementing and controlling the account system package (**Accpac**), providing users with the authority to use the system based on instructions received from the director.

- Providing assistance and support to company staff relating to IT problems.
- Conducting monthly maintenance services for all workstations and reporting to the director.

Additional Responsibilities

Shares and Investment Software Development Dept.

- Maintaining stock files and following up records electronically and manually; organizing related documents according to the adopted forms and preparing monthly statements of their numbers and cost and matching the same with their respective statements of account.
- Preparing financial shares statements by creating of MS Access software.
- Reconciliation the actual shares holding with monthly statements.
- Maintaining a methodological system for record-keeping for department shares and investments.
- Following up the operations forms and financial shares register.
- Attending financial shares meeting and ensuring that the minutes of meeting and the necessary powers of attorney are updated.
- Handing over and receiving basic shares issued.

1996 - 2001



**Teletext programmer and news editor / Assistant director of TV Programs
Dubai T.V., Dubai UAE**

- Political, sports, economic **news editing** and **entering relevant Teletext**.
- Administrator and technician for the children's live show the **TV program Atfal.com and DG.Com**.
- **Designer** of the "Mudhish Surprises" pages within the **Atfal.com** website.
- Preparing the daily project and the daily questions for each episode of the Atfal.com T.V. program.
- **Contacting the main sponsors** for various programs and finalizing any related and pending issues.
- Preparing the marketing and sponsor presentation for "Atfal.com" and "DG.COM" With **HP Company**.
- Creating back-up files for the department's computers.
- Working with **Plasma and AV Star** software.
- **Dealing with local and international news agencies**.
- Designer of "**Agenda and Cartoons Animation**" For DSF and DSS.
- Designer of **Caption Generator** for many of TV programs.
- Coordinator of TV programs in **Dubai global village**



Director of H.H Sheikh Hamdan Award Tribute Concert

H.H Hamdan Bin Rashid Al Maktoum Award for Distinguished Academic Performance:

- | | |
|-----------|--|
| 27/3/2001 | I executed a program for a project pertaining to an award distribution ceremony by using a |
| 26/3/2002 | variety of software tools and equipment as follows: Flash, Adobe, Micro Media, Sound Effects |
| 26/3/2003 | Programs, PowerPoint and dealing with Digital Projector system. |

EDUCATION AND CERTIFICATIONS

06/06/2009	Microsoft Cert. of Achievement Course No# 2277 (Course 5047 Introduction to Installing and Managing Microsoft Exchange Server 2007)
01/02/2009	Microsoft Cert. of Achievement Course No# 2277 (Implementing, Managing and Maintaining a MS Server 2003 Network Infrastructure)
18/12/2008	Microsoft Cert. of Achievement Course No# 2275 (Maintaining a MS Windows Server 2003 Environment)
2005	MCP (Microsoft Certified Professional) 
28/2/2005	Microsoft Approved Course No# 2279 (Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure)
15/2/2005	Microsoft Approved Course No# 2278 (Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure)
30/1/2005	Microsoft Approved Course No# 2277 (Implementing, Managing and Maintaining an MS Win Server2003 Network Infrastructure: Network Services)
05/6/2004	Microsoft Approved Course No#2276 (Implementing MS Win Server2003 Network Infrastructure: Network Hosts)
26/5/2004	Microsoft Approved Course No# 2275 (Maintaining a MS Win Server2003 Environment)
15/5/2004	Microsoft Approved Course No# 2274 (Managing a MS Win Server2003 Environment)
19/3/2004	Microsoft Approved Course No# 2152 (Implementing MS Win2000 Pro and Server)
07/3/2004	Microsoft Approved Course No# 2151 (MS Win2000 Network and Operating System Essentials)
1996/97	B.A. in Computer Science - uncompleted Ajman University, Ajman, UAE
1997	Windows NT, UNIX and Novel certificate Ajman University, Ajman, UAE with A grade

SOFTWARE/PROGRAMMING LANGUAGES

MS Windows Server 2008 R2
 Microsoft Exchange Management, Active Directory Mgmt.
 Professional in MS Office Professional suite.
 Expert in Adobe family Products.
 Expert in Adobe Lifecycle.
 Expert in Camtasia studio.
 MS FrontPage.
 Call Manager – Cisco
 ADP software (CDK) – Auto line system.
 Ivanti (LANDesk)
ODIS software, **ETKA**, **PET**
 Accounting Program (ACCPAC, GP), Sybase power designer.

OTHER ACTIVITIES

Graphic designs
Professional hardware assembly
Designing Network infrastructure

LANGUAGES

Arabic	Fluently spoken and written
English	Excellent spoken and written

PERSONAL INFORMATION

Marital Status	Married
Nationality	Egyptian
Date of Birth	3 July 1974
UAE Driving License and Car	Available

**Thank you for taking the time to review my resume"*