



Shuhaib Hussain

Motivated IT support technician seeks new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation.

Dubai, UAE

+971 554044322

shuh1914@hotmail.com

EDUCATION

Kannur University

Kerala, India.

2012-2014

Bachelor of Commerce

CERTIFICATIONS

* **MCP** (Microsoft Certified Professional)

* **CCNA** (Cisco Certified Network Associate)

* **BCHP** (BSOFT Certified Hardware Professional)

LANGUAGES

English	<div></div>
Hindi	<div></div>
Malayalam	<div></div>
Arabic	<div></div>

PERSONAL DETAILS

Driving: UAE Valid License

Nationality: Indian

WORK HISTORY

IT Specialist, - TAS-HEEL, TAD-BEER.

(AL Raha Mall, Abu Dhabi, UAE) • March, 2021 — Jun., 2022

It is an initiative by Government.

Maintained 50+ windows and mac computers and peripherals, (PoE, managed, Unmanaged) switches, fortigate 100e firewall, server, router, access point, CCTV systems, EPABX system, including all configuring and monitoring, also Helped Users to work with government sites.

IT Supporter, - Salem Rashid Al Qubaisi Trading Co. L.L.C.

(Mussafah, Abu Dhabi, UAE) • April, 2018 — March, 2021

Website: <http://www.sralqubaisi.com>

Specialties: One of the leading and most successful traders in Hydraulic, Mechanical, Construction and Oil & Gas industries.

Designed Client/server networking. And Maintained 60+ computers, Server(dell), switches(cisco), Firewall (Cyberoam), printers, And other equipment. And also managed users, active directory, and outlook.

IT FM engineer, - Indian Naval Academy.

(Kerala, India) • Dec., 2016 — Nov., 2017

Assist and maintenance of Server, Switches and pcs. Managing of users, active directory, outlook, firewall and ip settings. Troubleshooting pcs hardware/software in both windows and Linux.

System Administrator, - Bsoft Network solutions.

Kerala, India • July 2014 — Jan., 2016

Installed, optimized and configured new servers and applications. Upgrades in existing network environment as per requirements. Acting as technical lead to identify and implement solutions to problems affecting IT services providing remotely and face to face to clients & internal staff members.

SKILLS

- Installing, Configuring and Troubleshooting of Networking Equipment's: Routers, Switches, Firewall, Access point, CCTV systems, EPABX system.
 - Configuring and troubleshooting desktops, laptops and server.
 - Extensive knowledge of Microsoft based operating systems, including Windows Server 2008,2008R2,2012,2012R2,2016,2019.
 - Active directory management, NTFS security, disk quota management, backups.
 - Remote administration of servers for any problem across Fidelity offices related to Microsoft Windows operating system.
 - Distribute packages via Group policy across all the desktops and servers.
 - Securing network resources with shared folder permissions, Implementing file security system.
 - Good understanding of static routing and VMware.
 - Computer assembling and maintenance.
-