**ABDULHAKEEM ALSAFWANI**

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**PROFESSIONAL SUMMARY**

* **Associate degree in Computer Applications** from Dammam Community College–Full time 3-years regular professionaldegree course.
* **Microsoft certified in:**
* Microsoft Certified Systems Engineer MCSE
* Windows Server 2008, Enterprise Administrator
* Microsoft Certified Systems Administrator MSCA
* Microsoft Certified Technology Specialist
* Microsoft Certified Professional MCP
* Microsoft certified in Windows Exchange Server 2007
* **Certified in Symantec NetBackup 7.5 – Administration.**
* **13 years** of industrial experience in Saudi Arabia.



**TECHNICAL SUMMARY**

* Active Directory: Domain Services, DNS, DHCP & GPO.
* Symantec NetBackup Administration.
* SCCM 2012.
* SharePoint Office 365 2013 Administration.
* Avaya (IP Office & Site Administration).
* ERP System: Dynamics AX 2012 R3/R2 system administration.
* Remote assistance.
* Cisco, Sonic Wall VPN.
* VMware / Patch Management.
* MS Visio 2010, MS Project 2010, MS Office 2010/2016.
* Operating System: Windows Server 2016 – 2012 – 2008, Windows 10, Windows 7.



**PROFESSIONAL EXPERIENCE**

1. **Petrochemical Conversion Company (March 2012 - Present)**

Currently working as, a Senior Systems Technician in Petrochemical Conversion Company [(www.saudipcc.com)](http://www.saudipcc.com/)

**Key Responsibilities:**

* + Management of Office 365 / AD / AVAYA / SCCM 2012 / G4S / Symantec NetBackup / VMWare / TCP/IP / VPN / Windows Exchange Server.
	+ Communicated with STC, Mobily, Zain and Bravo ISPs for Internet data circuits, Landline telephones, and mobile lines as a single point of contact in ITC team – Arabic and English communication.
	+ Handled important responsibility of full, incremental and differential backups using Symantec Netbackup. Restored critical data from tape archives when required by the management.
	+ Documented the technical procedures for IT team and training material for business users.

**Other Responsibilities:**

* Install, configure and maintain Windows Server and manage system infrastructure
* Staged PCs and laptops using SCCM OS image.
* Deployed applications and software updates using SCCM.
* Created, updated and developed IT procedures and policies.
* Supported 400+ end-users with issues and managed the Help Desk Management Console and Service portal (Service Manager).
* Updated 35+ servers (20 physical and 15 virtual servers) for monthly Microsoft Operating System patches.
* Following Disaster Recovery Procedure before doing the any change at the server level.
* Configured IP/SIP Avaya phones. Migrated 100+ users from Avaya IP Office to Avaya site administration. Saved 20,000 SAR which would require for this migration.
* Coordinated with the HP/Dell support team to resolve the HP/DELL server troubleshooting and issue resolution.
* Monitored the switches and UPS for their smooth functioning using the console applications configured by the ITS Network team.
* Managed IT assets and kept an up to date inventory and related documentation on SharePoint.
* Coordinated with Bravo (Radio System) for the deployment of indoor and outdoor antennas for the coverage enhancement across the plants.
* Managed Facility Support Computers used to diagnose and industrial control systems.
	+ Monitored Office 365 email licenses quarterly and took corrective actions to reduce the licensing costs as and when required.
	+ Trained newly joined business users for ITC’s systems, policies and procedures.
	+ Monitored and ensured using SCCM that only purchased/ freeware software is installed on the end user’s machines.
* Monitored routinely that all the user’s machines are daily scanned for Symantec anti-virus

using Symantec Endpoint

Production Manager

* + Participated in shut-down and start-up of data centers several times.
	+ Relocated data center from Fanateer to Jubail 2nd industrial city in Jun 2014 in critical project.
	+ Installed and managed print servers.
1. **Al Abdul Karim Holding Company AKH (Jun 2007 – Feb 2012): Technical Support Engineer**



**QUALIFICATION**

* Associate Degree in Computer Applications



**OTHER PERSONAL INFORMATION**

* Birth date : 19/05/1981
* Communication skills : English, Arabic
* Marital Status : Married
* Saudi Address : Eastern Province, Jubail
* Email ID : safwani1981@yahoo.com