# CAREER OBJECTIVE:

Seeking a challenging position in the field of IT, Where I can utilize my Experience and work technic in this field enable your company meet today’s competitive requirements, while scooping for upward movement for the betterment of the company.

**Career Profile:**

* More than 15 years of experience in IT, systems administration, including analyzing, designing, installing, implementing maintaining, and repairing hardware, software, and networks.
* Excellent knowledge in implementing SAP.
* Excellent knowledge in implementing ERP.
* Develop exceptional relationships with co-workers, management and end users.
* Excellent communication and problem solving skills.

**Education & Certification:**

* B.S degree in Information Technology Dec 2016.
* Diploma degree in computer network technology may 2005.
* Technical skills course, the institute of industrial management & information technology. (Course date: January 1, 2005- November, 26, 2005)
* Business English course, the institute of industrial management & information technology. (Course date: June 11, 2005- September 28, 2005)
* Certificate of thanks and appreciation from the Institute of Management (2010)
* Certificate of thanks and appreciation from the Institute of Management (2011)
* Certificate of training attendance, GCC In-House Training Course conducted through (2011) presentation, inter personal and multi-tasking skills. Motivation, confidence and organization behavior.
* Certificate of training attendance, GCC In-House Training Course conducted through (2012) planning, organizing skills and problem solving skills.
* Microsoft Outlook 2012 Course, the institute of new horizons (2012)
* Microsoft planning and implementing windows server 2008, the institute of new horizons (2012)
* IELTS (2013)
* ITILv3: Service Management Foundation course ( Course date: June 8,2014-June 10,2014)
* ICND1: Interconnecting Cisco networking devices part 1(Course date:April10.2014)
* ICND2: Interconnecting Cisco networking devices part 2(Course date:April24.2014)
* WIFUND: Implementing Cisco wireless network fundamentals v1.0 (Course date:MAR20.2016)

**Support Skills:**

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| --- | --- |
| Computer  | Well knowledge in Microsoft Office (Word, Excel and Power Point) |
| ERP Products. |  SAP / Oracle |
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**Languages Known:**

Arabic & English – Very Fluent

**Career history:**

[**National Guard Health Affairs**](http://www.linkedin.com/company/303270?trk=prof-exp-company-name)

**IT Specialist Dec 2013 – Present**

* Manage help desk section by using manage engine system recommended from ITIL.
* Monitoring team performance and developing feedback reports for management.
* Managing escalations and ensuring any issues are resolved in a timely manner.
* Assigning all requests to technicians as per request type.

**Gulf Consolidated Contractors Company**

**IT Administrator Jan 2006 – Dec 2013**

* Recruited as a Network Administrator to assist Network Manager in administering, optimizing and enhancing multi-platform technical infrastructure to support users across multiple floors and multiple locations.
* Research, recommend and implement hardware and software into the environment to increase efficiency and capabilities. Implement new processes and procedures to support business operations.
* Be the part of Briton Houston ERP implementation team, to understand the configuration of the all modules, and alien the configuration to match the business requirement.
* Verify the ERP configuration after complete by the vendor, and recommend the change as per the organization requirement.
* Coordinate with the vendor and process owner for each module and translate the process owner requirement to vendor to complete the module successfully.
* Be the part of SAP implementation team, also working as SAP basis consultant.
* Verify the configuration after complete the business process before submit to the process owners.
* Create and assign the rolls in SAP system as per user function.
* Manage, upgrade and support network infrastructure including security, patches/fixes and updates. Support network security strategies, including firewall, back-up/recovery and routers/switches.
* Administer and support MS Exchange servers, including mailboxes, public folders and distribution lists.
* Train users on hardware and software usage.
* One of the Super users in ERP implementing Team.
* Installing and configuring of Leased line & ADSL Lines
* Dealing with suppliers related to VSAT internet solutions for remote sites.
* Assigning Network Technicians & Desktop support technicians for schedule of jobs.
* Maintenance of Point to Point wireless access system
* Maintenance of Nortel IP telephony systems.

#  Personal Skills

* Excellent organizational skills.
* Able to tactfully deal with difficult and sensitive situations.
* Good oral and written communication skills.
* Influencing, persuading, coaching and negotiating skills.
* Pro-active and self-motivated.
* People Management is my in build character.
* Having Good contacts with Governmental Offices
* Ability to prepare and present reports to director level.

# Personal Details

**NAME:** NAIF RASHED ALAHMARI

**MARTIAL STATUS:** MARRIED

**Email:**  naif\_alahmary@hotmail.com

**DATE OF BIRTH:** 22/3/1982