



CURRICULIM VITAE

ADDRESS AND PERSONAL INFORMATION

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- Driving license: Available and Valid
- Marital status: Married
- Number of Children: 4
- Nationality: Jordanian
- Place of Birth: Riyadh

EDUCATION

1992 - 1996 Mu`th University Jordan
Bachelor in Computer Science and programming

MICROSOFT CERTIFIED PROFESSIONAL (MCP) IN:

- Networking Essentials
 - Supporting and Implementing Microsoft Windows NT Server 4.0.
 - Supporting and Implementing Microsoft Windows NT Workstation 4.0.
 - Supporting and Implementing Microsoft Windows NT Enterprise 4.0.
 - Supporting and Implementing Microsoft TCP/IP 4.0 over Windows NT 4.0.
 - Supporting and Implementing Microsoft Proxy Server 2.0
 - Supporting and Implementing Microsoft Exchange Server 5.5
 - Microsoft Windows 2000 Accelerated Exam for MCPs Certified on Microsoft Windows NT 4.0 Examination Score Report.
 - Designing a Microsoft Windows 2000 Directory Service Infrastructure.
 - Designing Security for Microsoft Windows 2000 Network.
- Completing the Following Microsoft Approved Courses:
- 1579: Accelerated Training for Updating Support Skills and Designing a Microsoft Windows 2000 Directory Service Infrastructure.
 - EEST1399: Exchange 2000 Admin.
 - Exchange 2000 Core Component (Part 1)
 - EEST 1312: Micro



soft Exchange 2000 Core Component (Part 2)

- 2209 Updating System Administrator Skills from Microsoft Windows 2000 to Windows Server 2003.
 - 2277: Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure.
 - 2273: Managing and Maintaining a Microsoft Windows Server 2003 Environment.
- CISCO CAREER CERTIFICATION

Cisco Certified Network Associate-CCNA

- Attended Cisco Certified Network Professional (Routing 642-801)

COMPAQ & HP INTEL PROLIANT SERVERS COURSES:

- Complete Compaq ASE (Accredited System Engineer) Training.
- Complete Hp ASE (Accredited System Engineer) Training.

HP CERTIFICATION

- AIS (Accredited Integration Specialist) Storage Certified.

841 Designing and Implementing HP SAN Solutions

803 Implementing MSA Storage Solutions

678 Implementing HP Enterprise Virtual Array Solutions

WORK EXPERIENCE

1999-2002 Compaq Service-Riyadh

- Work as Microsoft support Helpdesk Engineer for Microsoft Toll Free Number Support Front End User Product. (Main Role)
- Visit Some Customer for Solving Windows 2000 Server Problems and Exchange 2000 Server problems.
- Help in configuration and installation of Proxy server 2.0 in Compaq –Riyadh.
- Work as Backfill Engineer for DBD (Diagnose before dispatch) for Compaq toll free Hardware Problem (Servers, Laptops and Desktop).
- Work as Backfill Engineer for Microsoft site support Local employees.

I support exchange server 2000 and 5.5 in different Site:

- Al Marrai Riyadh:
- SCT (Supreme commission for tourism):

Install and configure the Exchange Server 2000 for the Customer and solve some Major Problem in the Project.

- Shell Saudi Arabia: Solve Exchange Server 5.5 Problem For the Customer
- Balbeed Riyadh: New Site Installation for Exchange 5.5.



2002-2005: Microsoft Saudi Arabia:

- Provide Software and Hardware support for Microsoft Employees Laptops, Desktops.
- Follow up with Service Provider for hardware problems.
- Change DLT tapes for Backup job.
- Help the Microsoft Operation (IT) team for support the Server room in case the need help.
- Log all cases details and Solutions in the database system.
- Support the Server Room. And Telephone system pbx.
- Backfill the IT Manager in his absent.

2005-2008 HP Saudi Arabia:

Working as Customer Service Engineer supporting with following responsibilities:

- Install, implement and support Hp Blade Server cClass and pClass Series.
- Install implement and support Hp Proliant DL and ML Servers
- Install, implement and support Hp MSL and EML Backup Tape Library
- Install, implement and support Hp MSA 1000 and 1500 Series Storage System
- Install, implement and support Hp Eva 3000/5000 Series Storage System.
- Install, implement and support Hp Eva 4000/6000/8000 Series Storage System.
- Install, Design, implement and support Hp San Network
- Complete solution implementation (software and hardware)
- Do proactive tasks like : (firmware upgrade, patch installation)
- I become a trusted adviser for customer, I work with when it comes to technology and best practice.

Support those Product on Customer site upon the Contact customer and Care pack customer in Riyadh Area.

SELF DEVELOPMENT

- Work and Study Windows 2003 Server & Complete Reading of full upgrade manual with Virtual Lab implementation.
- Study Complete Guide ISA 2004 Server with hand on work.
- Complete Redhat CBT Linux Training for Workstation And Server
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INTREST AND ACTIVITY

- Reading IT Books, Playing football.

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