

Abbas Muhammad

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SUMMARY

IT support engineer with 5 years of experience in Sales and 3 years of experience in IT support, cyber security, configuration, and implementation currently at Burhani Managed Services. Strong understanding of IT requirements including network design and deployment, server infrastructure and configuration, security policies and procedures, and IT incident response and remediation.

EXPERIENCE

Information Technology Support Engineer L2

Burhani Managed Services

April 2021 - Present, Dubai, UAE

- Working as an L2 IT support engineer where the tasks based on monthly preventative maintenance, resolving tickets remotely and onsite when required, and suggesting the best IT practices for the clients who faced difficulties in their IT department.
- Providing technical support to end-users for a suite of enterprise software products including the configuration of Microsoft 365, SharePoint, MS Teams, and Files in MS Teams.
- Reduced number of tickets by 40% by giving improved IT services and practices and carried out the email migration from Imap/Pop of Exchange Online, installation of physical servers, virtual servers, backup configuration, and configuration of Active Directory.
- Installing access points and their configuration. Experienced with unify AP's and key, Netgear, TP-Link and D-Link, and Aruba routers and access points and installation of firewalls and configuration of VPNs. Experienced with Fortinet Firewalls and SonicWall.
- Configuring macOS, mobile device management, user configuration, and supported on all macOS-related support.
- Install new and rebuild existing servers with configuration of hardware, peripherals, services, settings, directories, storage in accordance with standards, project and operational requirements and performing daily backup operations ensuring file systems and system data backing up successfully to appropriate media and sent off site as necessary.

IT Support Executive

Al-Futtaim

February 2019 - March 2021, Dubai, UAE

- IT support to the insurance advisor, enabled telephone lines through the port on the server, and fixed any system during setup by the advisor.
- IT help desk to support any issues encountered for internet across Orient insurance.
- System installation, monitoring from server, and server updates.
- Technical support for 250+ onsite and remote users and handling up to 14 support requests per day.
- Providing prompt and professional administration support to 12 staff members such as support living coordinators and team leaders.
- Troubleshooting and resolving software and hardware issues.
- Installing, configuring and supporting Windows 10, Windows Server 2016, Active Directory, Exchange Server 2016, Office 365, Skype for Business, and other software and hardware and maintaining the integrity of the network by monitoring and managing security threats.

Project and Sales Coordinator

Floorworld LLC

March 2016 - January 2019, Dubai, UAE

- Taking orders from the customers who inquire about the flooring materials and varieties and coordinating with the production team for 100% delivery.
- Preparing the quotations for the customers and getting their approvals and ensuring at least 50% converted.
- Coordinating with the accounts department to ensure that the invoice delivery to the customers on time.
- Following up with the customers to ensure that all of the services and products remit satisfactory.
- Updating the project status in the software and maintaining all the project related documents.

Business Development Executive / Lien Negotiator

Protege Global

August 2013 - November 2015, Karachi, PK

- Resolving and negotiating unpaid medical bills by Insurance Companies in California and closing at least 30%.
- Successfully working with clients to resolve cases in a timely manner and saving money in the long run.
- Developing relationships with clients and Insurance Companies and finishing at least 50% of the deals.
- Negotiating with Insurance Companies and clients to the best possible outcome for the company.
- Consistently meeting or exceeding company goals and proven success in problem solving and critical thinking.

Business Development Executive

SBT Co. Ltd.

August 2012 - August 2013, Karachi, PK

- Successfully penetrated and grew business in new markets, achieving a 400% increase in new business and a 2.5x increase in sales from new customers.
- Demonstrated expertise in developing and executing go-to-market plans, resulting in a 300% increase in market share.
- Proven track record in creating and executing account plans, resulting in a 10% increase in market share and a 20% increase in average deal size.

PROJECTS

Finmark Capital - IT infrastructure Configuration and Installation |
December 2021 - January 2022

IT Infrastructure Setup
AAE FZ (Saif Zone) · June 2021

Server Rack and Cable Management - PCM FZ
PCM FZE · May 2021

Flooring project for Duserve Head Office
Apr 2018 – Present

EDUCATION

Bachelor of Business Administration (BBA): Bachelor's in Business Administration, Banking, Corporate, Finance, and Securities Law
National University of Computer and Emerging Sciences · 2010 – 2014 · 1st Division

CERTIFICATIONS

Google IT Support Professional
Google · 2020

Security Analyst Fundamentals
IBM · 2020

Elastic Google Cloud Infrastructure: Scaling and Automation
Google · 2020

IBM New Collar: Customer Engagement Specialist
IBM · 2020

Cyber Security Analyst
IBM · 2020

Palo Alto Networks Cybersecurity
Palo Alto Networks · 2020

Cloud Architecture with Google Cloud - Specialization
Google · 2020

SKILLS

Cybersecurity, ITIL, Cyber Threat Intelligence (CTI), IT Support, Team Leadership, Cloud Security, Backups

Industry Knowledge: Firewalls, Servers, Virtual Machines, Cloud backups, Manual Backups, Management Servers, DC servers. RDP, ESXI

Tools & Technologies: Adobe, Microsoft Office 365, Microsoft Sharepoint, Acronis Cloud, Zoho, Anydesk.

Interpersonal Skills: Team Leadership, Time Management, Team Management, Leadership, Teamwork Interpersonal Skills, Written Communication

Other Skills: information security analysis, Incident Response, Information Security Standards