

Nagi albashra

SOC Analyst & Service Desk Analyst

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PROFILE

Exhibiting a decade of profound experience in IT support, network administration, and leadership roles, I bring a wealth of expertise to the table. My educational background includes a Master's degree in Information Technology, reinforced by certifications in ITIL Foundation and CompTIA Security+. A firm believer in the importance of continuous professional development, I am committed to enhancing cybersecurity and network integrity in the dynamic realm of IT. This dedication empowers me to excel in roles such as a SOC Analyst and Service Desk Analyst, where I strive to provide top-notch technical support and ensure swift incident resolution.

WORK EXPERIENCE

Desktop Support Engineer

3/2024- 6/2024

Abu Dhabi Sustainable Water Solution Company / Sundus

- Proficiently troubleshoot issues on Windows Clients (End user machines) and provide comprehensive support for desktop software and hardware technologies.
- Utilize Service management tool such as ServiceNow and demonstrate expertise in EUC tools, remote support tools, MS Office, and Outlook.
- Participate in the support of Lync, VPN, and mobile device support.
- Uphold ITIL process knowledge of Incident, Change, Problem, Service Request, including spare and buffer stock management.
- Leverage proven work experience as a Desktop Support Engineer, Technical Support Engineer, or similar role.
- Exhibit hands-on experience with Windows/Linux/Mac OS environments and display working knowledge of office automation products and computer peripherals.
- Apply network security practices and manage anti-virus programs.
- Demonstrate excellent problem-solving and multitasking skills combined with a customer-oriented attitude.

It Support Engineer

11/2023 - 12/2023

Expo 2020 /Agile Technologies

- Provided comprehensive support for network printers, including troubleshooting and resolving printing issues.
- Managed Mobile Device Management (MDM) for iOS and Android platforms, ensuring optimal user experience.
- Engaged in disaster recovery drills and other essential technical team activities.
- Offered emergency onsite support after hours and during holidays for high-priority incidents.

Information Technology Administrator

Jul 2023 – Dec 2023

Mayar Media-RAK, UAE

- Managed Verizon wireless account institute policies for all users while constantly updating/conversing with customer service to maximize saving.
- Coordinated with program managers and application support staff to troubleshoot and correct system errors and schedule software testing and implementation.
- Managed development of database log for all IT related equipment locations and vendor contact information.

Team lead IT Help Desk

Jul 2019 – Apr 2023

Al-Nagi Commercial-Khartoum, Sudan

- Led a team of IT support specialists in providing technical assistance and support to end-users.
- Managed the day-to-day operations of the IT Help Desk, including ticket management, escalation procedures, and service level agreements.
- Developed and implemented training programs for team members to enhance technical skills and customer service.
- Acted as a point of escalation for complex technical issues, utilizing expertise to resolve critical problems and minimize downtime.
- Collaborated with cross-functional teams to identify and implement process improvements and automation to enhance IT support efficiency.

Information Technology Administrator

Mar 2016 – NOV 2018

Al-Muntada NGO-Khartoum, Sudan

- Installed and upgraded software and hardware.
- Created various user accounts and managed access control options.
- Implemented and managed security protocols and procedures.
- Maintained an accurate and detailed documentation of all processes.
- Managed data backup and archives.
- Retrieved and recovered data as and when required.
- Optimized computer systems by performing diagnostic tests.
- Stayed up to date with the latest developments and changes in the IT sector.

Teaching Assistant

Aug 2013 – May 2016

Faculty of Computer Sciences, El-Razi University/ Al-Neelain University-Khartoum, Sudan

- Taught undergraduate students the practical and tutorial sessions of information technology including, programming language, statistics, advanced database, and system analysis.
- Conducted continuous assessment both theoretical and practical sessions.
- Conducted final assessment of students.
- Collaborated with senior faculty members to develop new course materials and update existing ones, ensuring the relevance and comprehensiveness of the curriculum.

EDUCATION

- **Master** of Information System from Al-Neelain University. Sudan. Jun 2016.
- **Bachelor** of Information System from Al-Neelain University. Sudan. Apr 2013.

CERTIFICATIONS

- **ITIL Foundation 4**
- **CompTIA Security+**.

COURSES

- **IT Ticketing System.** Free IT.
- **CCNA.** Kiwi Training.
- **MCSE.** Kiwi Training.
- **IT Help Desk Support.** Free IT.
- **IT Support.** Google.

SKILLS

- Power Bi analysis
- Network Security
- Vulnerability Testing
- Security Breach Analysis
- Incident Response Planning
- Disaster Recovery
- Third-Party Vendor Security Verification
- System Configuration
- Network Troubleshooting
- Security Audit
- Firewall and Endpoint Security
- Microsoft 365
- Virtualization Technologies
- Antivirus Software Management
- IT Guidelines Compliance
- Remote Support Tools
- Time Management
- Problem Solving
- Interpersonal and Communication Skills

LANGAUGE

- **English** and **Arabic** Language.