

# FIDA HUSSAIN



## CAREER OBJECTIVE

Seeking a challenging career in an industry where my skills can be utilized to the maximum and to the best interest of self and the organization.

## CONTACT

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+971 505636897

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## PERSONAL DETAILS

Date of Birth : 01.02.1991  
Gender : Male  
Nationality : Pakistani  
Marital Status : Married

## STRENGTH

Analytical.  
Confident.  
Goal-focused.  
Deadline-driven.  
Attentive listener.  
Great at teamwork.  
Good communicator.  
Thrives under pressure.  
Organized and concise.  
Dedicated and positive.

## LANGUAGES KNOWN

English	80%
Urdu	100%
Arabic	20%

## EDUCATION AND QUALIFICATIONS

- ❖ Bachelors in Computer Systems Engineering
- ❖ CCNA Certified - Corvite
- ❖ MSCA - Training

## WORK EXPERIENCE

### AAA FAIR DEAL COMMERCIAL BROKER

Role: IT SUPPORT ENGINEER / Network Engineer  
Feb 2021 – 2024 – 3 Years

- ❖ Corporate network and security planning, design, optimize, implementation and troubleshoot.
- ❖ Installation, Configuration, and implementation Administration of Microsoft Server 2008/2012/2016/2019 and domains (user/Groups rights and, GPMC, Permissions etc.)
- ❖ Work installation, Configuration CCTV camera DVR, NVR systems and IP camera, Wi-Fi
- ❖ Perform IT Infrastructure duties at AAA Fair Deal, handled more than 300 People for providing finance services like Emirates NBD, Emirates Islamic credit cards and loans.
- ❖ Strong hands-on experience about VPN (Virtual Private Network), Site to Site, IPsec, SSL, PPTP, OpenVPN, Wire guard VPN, L2TP, Remote Access VPN.
- ❖ Implementation and troubleshooting of Layer2/3(2950,2960s/3560) Switch and router 2900s.
- ❖ Installation & Configuration FortiGate Firewall,
- ❖ Hand-on experience of Office 365 administration, G Suite and WHM/cPanel.
- ❖ Installation, Configuration & Troubleshooting of Active Directory, Group Policy, Additional/ Backup Domains Controller, Servers/Domains Daily Backup, File Servers, DNS Servers, Anti-Virus, File
- ❖ Strong knowledge Yeastar PBX S100 & S300 , Configuration of SIP Trunk and PRI.
- ❖ Configuration/Maintenance of NAS Storage devices such as MyCloud, WD .
- ❖ Strong Knowledge about HP Server, Dell Servers.
- ❖ Hands-on Experience on Ubiquiti WiFi setup and configuration.
- ❖ Attendance system ZKT and Hikvision , Merge all Office attendance into one server.
- ❖ Assist with purchasing and managing IT assets. Maintain contract data.

**LCC (SAUDI ARABIA) – IT Administrator**  
**2015 – 2020 - 5 Years**

- ❖ Help Users: Assist with hardware and software issues.
  - ❖ Troubleshoot Problems: Diagnose and fix technical problems.
  - ❖ Install and Configure: Set up computers, printers, and devices.
  - ❖ Update Systems: Perform regular updates and maintenance.
  - ❖ Backup Data: Ensure data is regularly backed up.
  - ❖ Monitor Systems: Watch system performance and address issues.
  - ❖ Train Users: Provide training on hardware and software.
  - ❖ Document Issues: Keep records of support requests and resolutions.
  - ❖ Implement Security: Set up antivirus and firewalls.
  - ❖ Collaborate: Work with IT teams and manage vendor relationships.
  - ❖ Installing necessary updates to company software and hardware.
  - ❖ Install and configure wireless networking equipment
  - ❖ Evaluate connectivity issues, equipment, and software and hardware.
  - ❖ Provide helpdesk and technical support either by phone, remote access, or site visits
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