



ALTHAMAS KARANI

CONTACT

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SKILLS

- **SysPrep** for Custom Windows OS
- Operating System Installations (**Servers, Windows, Mac OS, Ubuntu**)
- **Active Directory & LDAP**
- **Outlook, Excel and Word**
- Configuration of **RDP, VPN, Web Server**
- Desktop Virtualization in **Hype-V, VMware Parallels** and **VirtualBox**
- **Tally ERP, PACT, Oracle & Cognos**
- **IT Assets** Management & **Access** Control
- **CCTV & Cloud** Cameras
- **Access Point, Router & Firewall**
- Protecting from **Virus & Ransomware**
- **Google Workspace & Office 365**
- Windows **Licensing & VAMT**
- **Domain**, Web Hosting & Dynamic **DNS**
- Mobile Device Management (**MDM**)
- **Helpdesk** Management (**Service Desk**)

EDUCATION

E-MBA: IT
IIBMS, India

Bachelor of Commerce: Finance
Al Hilal Inst, UAE (Affiliation of Calicut University), Sharjah

High School
New Indian Model School,
Sharjah, UAE

LANGUAGES

English



Hindi



Kannada



PERSONEL PROFILE

UAE Driving Licence

PROFESSIONAL SUMMARY

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive front-line experience assisting clients and colleagues with complex technical IT issues. Possesses excellent client-facing skills and natural problem-solving and analytical skills, and can contribute to the development of best practices, procedures, and policies within a company.

I am currently looking for a suitable IT support position with an ambitious company or organization.

WORK HISTORY

May 2016 - Current

IT Support Engineer, Axiom Telecom, Dubai

- Responsible for assisting users troubleshooting problems with their computer systems, networks, TCP/IP configurations, upgrades, MS Office programs, data access, network failures, slow computer performance, Cisco IP phones, and Data recovery.
- As a part of asset management, transferring and keeping records of assets assigned to the user, visually auditing and reconciling monthly Finance reports.
- Installed and configured software and hardware systems, including operating systems, applications, and printers.
- Created a Sysprep image, which can remove PC-specific information from a Windows installation (generalizing) so it can be installed on different PCs in a short time.
- Assisted in the planning and implementation of IT projects, such as network upgrades, Google Workspace migration from Outlook, and data center migrations.
- Managing Access Control, which determines who is allowed to access certain doors and assigning user data like fingerprint and access card to the user ID.
- Responding to and resolving trouble tickets submitted through the helpdesk and assigning rightful tickets to technicians and developers based on the requester's issue.
- Handling E-commerce issues with a basic checklist before addressing them to a developer.
- Managing Mobile Device Management (Mobi Control) for remotely controlling tablets and assisting users.

May 2011 - April 2016

IT Admin, Khushi Group of Companies, Dubai

- Installation and maintenance of CCTV and cloud cameras.
- Managing Web Domain, DNS, and Web Hosting Services (Windows and Linux).
- Procuring IT Assets and Other IT-Related Products
- Setup and configuration of Tally ERP and managing .NET subscriptions and licenses.
- Installation of Microsoft Windows, Microsoft Server, Ubuntu, and macOS.
- Handling the vehicle tracking system (VTS) and reporting the unnecessary travel.
- Handling DU and Etisalat connections, billing-related queries & troubleshooting.
- Creating Google Maps for businesses and handling all online queries.

September 2010 - April 2011

IT Support Executive, Millennium Fashion Ind FZE, Sharjah

- Maintained system backups and performed system/file restorations on Windows OS.
- Handling handheld devices (Barcode Reader, Mobiles, Tablets).
- Troubleshooting Network issues in ADSL2+Router, Wireless Router, and Access Point.
- Installing, configuring, maintaining, and troubleshooting Desktops & Workstations.
- Printers troubleshooting and installation.