

# Tanvir Hasan

Al Iqbaiyaah - Al Ain, Abu Dhabi, UAE

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## EXPERIENCE

Flora Decora, Al Ain - IT Officer

NOVEMBER 2023 - PRESENT

Akar Landscaping, Al Ain — IT Officer

MARCH 2022 - NOVEMBER 2023

**LANGUAGE:** Bangla (Native), English (Fluent), Arabic (Basic) Hindi/Urdu (Fluent)

**EDUCATION:** Diploma in computer science

**Nationality:** Bangladesh

**License:** UAE issued light vehicle license

- Trouble shooting hardware and software related issues (desktops, servers and printers etc.)
- Ensuring antivirus / anti-malware software is installed and up-to-date on all end user machines.
- Setting up new users' accounts and profiles and dealing with password issues;
- Preparing new systems for the stores and office users.
- Server backup and restore.
- Installing and configuring different Operating Systems and Applications.
- Installing, configuring and managing NAS Storage.
- Managing and Configuring Network Printers.
- Manage service requests, software installations, new computer setups, upgrades, etc.
- Installing and configuring Router, Switches, Servers, and wireless Aps and controllers.
- Fixing network faults
- Managing all Etisalat company accounts.
- Provide 24x7 support and problem resolution for infrastructure and operational issues.
- Setting up and configuring new laptops and desktops.
- Diagnosing and solving hardware or software faults.
- Planning and undertaking scheduled maintenance upgrades
- Replacing faulty network hardware components when required.
- Provide one on one training when requested.
- Assist in making technical offer for Tender from Abu
- Making reports during mobilization of the new projects (C6, C10 and C14).
- Check accuracy of data entry work done by others.
- Work with various managers in the organization.
- Perform system failure, recovery & resolution/work around methods and communicate changes& upgrades to end users.
- Communicates with the suppliers in technical aspects.
- Supports all IT related issues.