



# Noor Mohamed.K

Enterprise Workstation Specialist



## WORK HISTORY

### Enterprise Workstation Specialist

First Abu Dhabi Bank, Abu Dhabi, | Apr 2022 - May 2023

- Spearheaded critical projects encompassing and integrate **(Multifactor Authentication) T24 UAE Implementation (FAB)**.
- **Troubleshooting:** Diagnosing and resolving hardware and software issues on workstations and laptops. This includes identifying and fixing problems related to operating systems, applications, drivers, and peripherals.
- **Installation and Configuration:** Setting up new workstations and laptops for users, configuring software applications, and network settings, and ensuring proper integration with the company's IT infrastructure.
- **Maintenance and Upgrades:** Conduct routine maintenance activities, such as updating operating systems, applying patches, and upgrading hardware components to ensure optimal performance and security.
- **Software Support:** Assisting users with software-related inquiries, providing training, and troubleshooting application errors to maximize user productivity.
- **Hardware Support:** Addressing hardware-related problems, performing component replacements, and coordinating with vendors for warranty repairs or replacements.
- **User Support:** Respond to user inquiries and support requests through various channels, such as phone, email, or ticketing systems. Providing timely and effective resolutions to minimize downtime and disruptions.
- **Data Backup and Recovery:** Ensuring regular data backups and implementing recovery measures to protect critical data and minimize data loss in case of hardware or software failures.
- **Security:** Implementing security measures, such as antivirus software, firewalls, and encryption, to safeguard workstations and user data from cyber threats and unauthorized access.
- **Documentation:** Maintaining accurate records of support requests, resolutions, and system configurations to facilitate knowledge sharing and improve future support efficiency.
- **User Training:** Conduct training sessions to educate users on best practices, security protocols, and new technologies to enhance their workstation experience and productivity.
- **Proactive Monitoring:** Implementing monitoring tools to proactively identify and resolve potential workstation issues before they escalate.
- **Collaboration:** Collaborating with other IT teams, such as network administrators and system administrators, to address complex technical issues and improve overall IT infrastructure.

### Project Experience

#### Multi Factor Authentication (MFA) | First Abu Dhabi Bank | Apr 2022 - May 2023

- **Enhancing Payment System Security:** The program's primary goal is to bolster the security of the Bank's critical payment systems. It achieves this by implementing a biometric-based additional factor of authentication, specifically utilizing FIDO Keys.
- **Mitigating Weaknesses in Password-Based Authentication:** By moving away from traditional password-based single-factor authentication, the program addresses the inherent weaknesses in such systems. Biometric authentication provides a more robust and secure method of verifying user identity.
- **Non-Repudiation-Based Authentication:** The implementation of biometric authentication not only enhances security but also introduces non-repudiation-based authentication. This means that users cannot deny their actions, adding an extra layer of accountability and traceability.
- **T24 Login Process Enhancement:** To accomplish the project's objectives, significant enhancements have been made to the T24 login process. Users are now prompted to log in using biometric enforcement and authentication, ensuring that access to critical systems is secure and reliable.
- **Team Leadership:** Acted as the leader of a dedicated IT support team consisting of five or more members. Led this team through the successful deployment of the Multi-Factor Authentication (MFA) software across the entire bank's infrastructure.

### Support Specialist

#### IBM India, India | Feb 2016 - Oct 2020

- Exuberated knowledge and experience in all streams of service management such as Incident management, Change management, and problem management
- Acted as a key point of contact from service management to ensure all KCI and KPI are measured and are meeting the agreed threshold
- Supported the control and risk function so should be able to own issues and risk management activities and ensure adequate support from IT management to resolve or manage to acceptable standards.
- Understood the business requirements for resilience and be able to communicate to IT teams to enable effective delivery against requirements or ensure that gaps are well understood by both IT and the business.
- Able to create presentations and dashboards as needed by senior management.
- Proficient in leading the development and management of databases, starting from downloading raw data from host systems to integrating it into departmental systems.
- Collaborated closely with project vendors and end-users to ensure the successful implementation of solutions in line with business requirements
- Maintained and promoted best practices while working alongside vendor teams to establish the technical vision and target architecture.
- Provided recommendations and guidance on identified security and control risks.
- Developed and managed architectural diagrams for the email response system environment.
- Received work assignments via the ticketing system, Lead Administrators, or management.
- Provided advanced support for identifying and resolving problems, along with monitoring performance and assisting in capacity planning for the email response system.
- Provided recommendations and guidance on identified security and control risks. Experience in reporting tools as Excel, PowerPoint etc.
- Ensured compliance with existing security guidelines to safeguard company data. Liaised with key internal and external stakeholders to ensure open communication channels exist to keep all areas up to date with the latest developments in the department
- Contributed to developing a culture that is open to change, fully embraces new business opportunities and demonstrates "high-performance" behaviours
- Conduct detailed system analysis of all software programs and applications, ensuring the needs of the end user are met optimally and efficiently

## CONTACT DETAILS

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## PERSONAL SUMMARY

Diligent and customer-focused IT Project Support Specialist with 14+ years of experience providing efficient technical assistance and troubleshooting solutions to end-users. Proficient in diagnosing hardware, software, and network issues while ensuring prompt resolution to maintain optimal system performance. Demonstrated ability to communicate complex technical concepts in a user-friendly manner. Adept at fostering positive relationships with clients and team members to deliver exceptional IT support services. Committed to staying up-to-date with the latest industry trends and technologies to enhance overall operational efficiency and user satisfaction

## CORE SKILLS

- Operating Systems (Windows, Mac OS Linux)
- Microsoft Azure
- Microsoft 365
- Microsoft System Center Configuration Manager
- Report management
- Data and analytical skills.
- ITIL Framework
- Microsoft Suite
- Problem-Solving
- Leadership Skills
- Interpersonal Skills
- Understand and align with the organization's goals
- Good communication Skills (writing and speaking)
- Self-motivated, solve problems and prioritize tasks
- Stakeholder management skills
- Negotiation skills
- IT service management (ITSM)
- Incident, problem, and change management Vendor management
- Disaster recovery and business continuity planning
- Budget management



## PERSONAL DETAILS

**Name:** Noor Mohamed.K

**Gender:** Male

**Marital Status:** Married

**Nationality:** Indian



## TOOLS

- Imprivata
- Manage Engine and Ivanti
- Remote Tools
- SQL
- AWS Dashboards
- Jira
- Ticketing Tools
- Service Now
- Bit-Locker
- Fore scout
- SCCM
- Windows Defender



## REFERENCES

References available upon request.

## Major Incident Manager

**IBM India, India | Feb 2010 - Jan 2016**

- Managed 24/7 IT operations, overseeing a team of 5 support staff and technicians to ensure uninterrupted IT services.
- Implemented and maintained ITIL-based incident, problem, and change management processes, resulting in a [30%] reduction in incident resolution time.
- Collaborated with cross-functional teams to prioritize and resolve critical incidents, minimizing business impact.
- Oversaw the deployment and monitoring of IT infrastructure, including servers, networks, and cloud services, to ensure high availability and performance.
- Developed and maintained service-level agreements (SLAs) and key performance indicators (KPIs) to measure and improve IT service delivery.
- Conducted regular performance evaluations, provided coaching and mentorship to team members, and managed staffing levels to meet service demands.
- Led incident response during major outages, ensuring timely communication, escalation, and resolution.
- Developed and maintained disaster recovery and business continuity plans to minimize service disruption in the event of disasters or system failures.
- Oversaw day-to-day IT operations, including server maintenance, network administration, and user support.
- Implemented a proactive monitoring system that reduced unplanned downtime by [40%].
- Managed IT budgets, vendor relationships, and procurement activities to optimize costs while ensuring quality service.
- Developed and enforced IT security policies and procedures, resulting in improved data security and compliance.
- Collaborated with project managers to integrate new technologies and systems into the existing IT infrastructure.
- Provided leadership and guidance to IT staff, fostering a culture of continuous improvement and accountability.
- Prepared and presented regular reports on IT performance and key metrics to senior management.

## SUPPORT ENGINEER

CSS Corp, Chennai - India | JAN 2007- NOV 2009

- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.
- Confer with customers by telephone or in-person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken

## CUSTOMER SUPPORT OFFICER

First Source, Chennai - India | JUL 2006- FEB 2007

- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.
- Confer with customers by telephone or in-person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken

## CUSTOMER SUPPORT OFFICER

Sutherland Global Services, Chennai - India | SEP 2005- MAR 2006

- Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Develop or update procedures, policies, or standards.
- Design, implement, or evaluate staff training and development programs, customer service initiatives, or performance measurement criteria.



## LANGUAGES:

**ENGLISH :** Proficient

**Hindi :** Proficient

**Tamil :** Proficient



## ACADEMIC HISTORY

**Master of Computer Applications, University of Madras , Chennai, India**

**Bachelor Of Science, University of Madras , Chennai, India**