

Sadat Koure

IT Specialist



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Versatile IT Professional with extensive experience as both an IT Administrator and IT Specialist. Proven ability to effectively manage and optimize IT systems and infrastructure, ensuring seamless operations and maximum uptime. Skilled in network administration, system configuration, and troubleshooting, with a focus on implementing security protocols and disaster recovery procedures to safeguard data integrity. Additionally, adept at providing specialized technical support, software/hardware installation, and user training as an IT Specialist. Committed to staying updated with emerging technologies and industry best practices to enhance organizational efficiency and support strategic business goals.

Education and Certification

2024-01	Microsoft Certified Security-Compliance-Identity <i>Microsoft - Dubai, UAE</i>
2023-10	Microsoft Certified Azure <i>Microsoft - Dubai, UAE</i>
2023-09	Microsoft 365 Certified <i>Microsoft - Dubai, UAE</i>
2013-07	Bachelor of Science: Networks and Telecommunications <i>ELATSA - Lome, TOGO</i>

Professional Experience

2018-12 / Current	IT Administrator <i>KOMATSU MIDDLE EAST FZE</i> <ul style="list-style-type: none">• Planned, designed, and scheduled phases for projects.• Developed and implemented strategic project plans to meet business objectives.• Implement and maintain security policies and procedures then monitor systems for security breaches and vulnerabilities also ensure compliance with data protection regulations (e.g., GDPR, HIPAA).• Install, configure, and maintain server hardware and software. Manage server virtualization and cloud services by performing regular backups and disaster recovery operations.• Diagnosed and resolved hardware/software issues, planned, and implemented upgrades system hardware/software.• Maximized system availability through development and testing of contingency plans.• Designed and evaluated SD-WAN, WAN, VPN and LAN connectivity technologies.
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- Ensure network security through firewalls, VPNs, and other security measures.
- Analyzed network traffic and performance metrics to optimize system performance.
- Information Security Awareness training to end users in-house as well as online.
- Preventive periodic maintenance of IT infrastructures.
- Provide support for 100+ end users from helpdesk system, phone, remote session.
- Website maintenance and modification on demand.
- Ensuring protection of end users via Microsoft EDR solutions.
- Trained end-users on best practices for system usage, increasing their productivity and confidence in utilizing latest technology tools.

2017-09 / 2018-11

IT Specialist

Noura Almaazmi Lawyers Advocates & Legal Consultancy

- Responsible for designing and implementation whole office IT systems infrastructure setup but not limited to designing, cabling, switches, router & firewall configuration, IP phones, server & end users computers configurations)
- Monitored use of data files and regulated access to protect secure information.
- Directed budgeting studies on current and proposed IT spending plans, determining maximally impactful business enhancements, and minimizing wasteful spending.
- Identified and resolved network congestion issues and bottlenecks.
- Implemented and maintained virtual private networks.
- Conducted security audits to identify vulnerabilities.
- Managing physical ICT assets within organization
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Used ticketing systems to manage and process support actions and requests.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Created help desk tickets, troubleshoot, and resolved desktop issues.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Assigned system permissions and set up computers to assist with onboarding new employees.
- Responded to faults in networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Managed backup and recovery of data assets to safeguard system availability.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Promoted efficiency among departments with prompt resolution of system issues.
- Documented support interactions for future reference.
- Explained security measures in simple terminology to help users understand malware and phishing threats.

- Monitored systems in operation and quickly troubleshot errors.
- Assisted with updating technical support best practices for use by team.

2016-01 / 2017-08

IT Manager

Monther Al Hammadi Lawyers & Legal Consultants

- Oversaw IT department operations and training.
- Managed network and system performance, troubleshooting, security patching, and maintenance.
- Assisted in development of long-term strategies to grow department and resources.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
- Interacted and negotiated with vendors, outsourced and contractors to secure products and services.
- Developed and implemented measures and procedures to protect IT systems from cyber threats and data breaches.
- Coordinated IT operations activities to deliver smooth flow of daily business needs.
- Implementing new technologies to improve system functionality for users.
- Developing strategy to improve efficiency and reduce cost of ICT management and budget.
- Led technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Analyzed network security and current infrastructure, assessing areas in need of improvement.
- Implemented and maintained technology and software budget.

2014-05 / 2016-03

Computer Software/Hardware Technician

SHANAWAS IQBAL Computer and Software Trading LLC

- Chip level computer motherboard repair of all kinds of brand of computer and laptop, Chip level computer motherboard repair.
- Demonstrated strong knowledge of all types of electrical components, operations, specifications, and proper testing methods.
- Hardware and software installation
- Investigated hardware product issues involving materials and software and devised solutions.
- Outlined design requirements, BOMs, functional specifications and reports to document development processes.
- Maintained technology equipment performance by configuring, diagnosing and repairing hardware.
- Installed, modified, and repaired software and hardware to resolve technical issues.
- Established and maintained relationships with software vendors.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Analyzed user requirements and developed solutions to meet needs.
- Studied client requirements, developing, and implementing software solutions that fit with expectations.
- Perform data recovery for lost files via software

Technical and Software Skills

IT Risk Management
Information Security
Customer Support
Project Management
Business process re-engineering
Advanced problem solving

Professional Development

Continuous Learning: Staying updated with the latest technologies and industry trends through ongoing education and certifications.
Workshops and Conferences: Regular participation in industry workshops, webinars, and conference

Languages

French
English

Interests

Football / Reading / Travelling

Certifications

I certify that this resume was done by me, and all information is true. Sadat KOURE