

SYED ANSAR

IT SUPPORT ENGINEER | SYSTEM AND NETWORK ADMINISTRATOR

Juffair, Manama, Kingdom of Bahrain | +973 3590 5242 | smansarkp@gmail.com

Online portfolio: ansar.evrst.me

CCNA Certified | MCSA Certified | MCP Certified | Bahrain Driving License

PROFESSIONAL SUMMARY

IT Support Engineer with more than 14 years of hands on experience delivering IT infrastructure, network and end user support across healthcare, technology and corporate environments, including over 9 years in the Kingdom of Bahrain. Cisco (CCNA) and Microsoft (MCSA, MCP) certified, with proven strength in Windows Server and Active Directory administration, Fortinet firewall and enterprise Wi-Fi management, VLAN and switch configuration, Avaya IP PBX telephony, Microsoft 365 administration and L1 to L2 incident resolution. Experienced in new site and new facility IT roll outs, HIMS and ERP implementation, biomedical device integration for client healthcare facilities, IT policy creation and complete asset documentation. Recognised for fast fault resolution, high system availability and strong coordination with vendors, clinical teams, management and end users.

KEY STRENGTHS

- Single point of ownership for company wide IT operations covering servers, network, security, telephony, endpoints and facility systems.
- End to end delivery of new office and new facility IT set ups, from ISP link and cabling to servers, switches, access points, PCs, printers, VoIP phones and user onboarding.
- Integration and commissioning of biomedical and diagnostic devices with client hospital networks and information systems.
- Structured, documentation driven approach: IT policies, asset registers, network diagrams, preventive maintenance checklists and monthly management reports.
- Comfortable in 24x7 critical environments where downtime directly affects patient care and business operations.

TECHNICAL SKILLS

Servers and Directory Services: Windows Server 2012 R2 / 2016 / 2019, Active Directory, Group Policy, DNS, DHCP, File and Print Services, User and Group Administration, Hyper-V Virtualization

Networking: LAN and WAN Support, Cisco and Managed Switch Configuration, VLAN Creation, TCP/IP, IP Addressing and Subnetting, Structured Cabling, Patch Panel Termination, ISP Link Coordination, Network Monitoring and Troubleshooting

Security and Firewall: Fortinet FortiGate (100EF) Policy Creation, Web and Content Filtering, Application Control, SSL and IPSec VPN, User Bandwidth Monitoring and Reporting, Antivirus and Endpoint Protection (McAfee and equivalent), Patch Management, Access Control

Wireless: Enterprise Wi-Fi and Access Point Deployment, SSID Creation, Guest Network Segregation, Wireless Site Coverage and Bandwidth Control

Cloud and Collaboration: Microsoft 365 Administration, Exchange Online and Mailbox Management, Microsoft Outlook, OneDrive, SharePoint and Teams Support, MFA and License Management

Telephony: Avaya IP Office (IP PBX) User Level Programming, VoIP Extension Creation, Hunt and Group Call Setup, Speed Dial, Call Routing, IP Phone Deployment

Applications and Systems: HIMS and HIS Support, ERP Implementation and End User Support, Biomedical and Diagnostic Device Connectivity, Microsoft Office Suite, Remote Support Tools, Network and Multifunction Printer Management

Facility and Security Systems: CCTV and IP Surveillance Configuration, IPTV Configuration, Patient Queue Management Systems, Biometric Attendance and Access Control Devices

Storage and Backup: Storage Management Systems, NAS and Shared Storage, Backup Scheduling, Restore Testing, Data Retention and Disaster Recovery Support

Service Management: IT Ticketing Tools (JIRA and equivalent helpdesk platforms), SLA Based Incident and Request Handling, IT Asset Lifecycle Management, Vendor and AMC Coordination, IT Policy and SOP Documentation, Preventive Maintenance Planning

PROFESSIONAL EXPERIENCE

Gulf Corporation for Technology | Juffair, Manama, Bahrain

IT Support Engineer (Employee ID: 0465) | May 2023 - Present

- **Biomedical device integration:** handle the integration, connectivity and commissioning of biomedical and diagnostic devices with the networks and information systems of client healthcare facilities served by Gulf Corporation for Technology.
- Plan and execute biomedical device integrations in coordination with suppliers, biomedical engineers and clinical end users, covering IP addressing, VLAN placement, port configuration, firewall rules and data flow validation up to go live and handover.
- Act as the escalation point for client site IT issues, resolving L1 and L2 incidents remotely and on site within agreed response times, and following up with principals and vendors until closure.

- Administer Windows Server and Active Directory environment: user and group lifecycle, Group Policy, DNS, DHCP, file server shares, folder permissions and login scripts.
- Manage the Microsoft 365 tenant including mailbox creation, license allocation, Outlook and OneDrive configuration, shared mailboxes, distribution groups and multi factor authentication.
- Maintain firewall, VPN and enterprise Wi-Fi infrastructure, applying web filtering and access policies, managing SSIDs and guest access, and monitoring bandwidth utilisation.
- Configure and troubleshoot switches, VLANs, routers and structured cabling for office moves, new departments and additional workstations.
- Own IT asset management: procurement coordination, tagging, asset register updates, warranty and AMC tracking, and disposal records.
- Run scheduled backups, verify restore integrity and maintain antivirus, patching and endpoint compliance across all company systems.
- Provide day to day IT support for the corporate Head Office in Juffair covering desktops, laptops, printers, servers, network, VoIP telephony, meeting room equipment and mobile devices.
- Prepare IT documentation and reports including network diagrams, standard operating procedures, ticket summaries, asset lists and preventive maintenance checklists for management review.

Alkindi Speciality Hospital | Kingdom of Bahrain

System and Network Specialist (Employee ID: 2420) | May 2022 - May 2023

- Managed the hospital server and network infrastructure including Windows Server, Active Directory, DNS, DHCP, Hyper-V hosts, switches, access points and structured cabling.
- Delivered L1 and L2 support to clinical, laboratory, radiology, pharmacy and administrative users on HIS and HIMS applications, workstations, printers and peripherals.
- Administered FortiGate firewall policies, VPN access, web filtering and internet bandwidth control for hospital users and guest networks.
- Configured switch ports and VLANs to extend network connectivity to new departments, clinics and medical equipment.
- Supported VoIP and IP PBX telephony, CCTV surveillance, IPTV, patient queue management and biometric attendance systems.
- Maintained backup schedules, antivirus deployment, OS and application patching, and preventive maintenance for servers and end user devices.
- Coordinated with software, hardware and medical equipment vendors for installations, upgrades, AMC visits and issue escalation.

Shifa Al Jazeera Medical Center | Kingdom of Bahrain

IT System Administrator (Employee Code: 1063) | November 2016 - May 2022

- Held single point responsibility for the group IT infrastructure across the medical center and its branches, covering servers, network, security, telephony, endpoints and facility systems.
- **HIMS and ERP implementation:** played a key role in implementing the new HIMS and ERP platform, working with the vendor on server readiness, client deployment, data migration support, user account setup, staff training and post go live support.
- **New site roll outs:** delivered complete IT set up for new office and clinic locations including internet and ISP connectivity, cabling, switches, wireless access points, PCs, printers, VoIP phones, biometric machines, employee registration and user account creation.
- Configured and administered Fortinet FortiGate 100EF firewall: policy creation, web filtering, user based internet access, SSID and WAP configuration, and monthly bandwidth consumption reporting.
- Administered Windows Server 2012 R2 environment with Active Directory, Group Policy, DHCP, DNS and Hyper-V virtualisation, including server builds, patching and performance monitoring.
- Managed Avaya IP Office (IP PBX) at user level: new VoIP connections, extension programming, group call and hunt groups, speed dial and call handling changes.
- Implemented and supported Microsoft 365 and Outlook for all staff, along with antivirus solutions, Microsoft Office applications and remote support tools.
- Managed storage and backup systems, defined backup schedules, monitored job success and performed restore checks for critical clinical and financial data.
- Configured and maintained CCTV camera security systems, IPTV displays and the patient queue management system.
- Handled IT ticketing, SLA tracking and monthly reporting, and produced IT policy documents, complete asset registers and preventive maintenance checklists.

IN Space Technologies Pvt Ltd | Authorised Service Partner for Visual IQ, now Nielsen, Infopark, Cochin, India

System Administrator | July 2016 - November 2016

- Provided desktop, laptop, network and application support to analytics and engineering teams in a multinational client environment.
- Managed incidents and service requests through the JIRA ticketing tool, maintaining resolution timelines and monthly productivity reporting.

- Administered McAfee antivirus updates and compliance reporting across all client endpoints.
- Prepared the IT infrastructure assessment report and complete asset inventory covering server room, laptops, desktops, wireless access points and video conferencing accessories.

GKB Hitech | Cochin, India

IT Executive and IT Helpdesk (Employee Code: 007414) | January 2015 - July 2016

- Delivered first and second level helpdesk support for desktops, laptops, operating systems, email clients, printers and LAN connectivity.
- Supported ERP application users, resolving access, printing, reporting and workstation configuration issues.
- Performed system installation, configuration, upgrades, data backup and hardware replacement across departments.
- Coordinated with vendors for hardware warranty claims, service calls and new procurement.

Al-Mas Hospital | Al Madeena Institute of Medical Science, Kerala, India

Assistant System Administrator (Employee Code: 7777) | January 2012 - October 2014

- Supported hospital information systems, workstations, network printers and peripherals for clinical and administrative departments.
- Assisted in server administration, user account management, network cabling, switch connectivity and internet link maintenance.
- Carried out daily backup routines, antivirus updates and preventive maintenance on end user systems.
- Logged, tracked and closed user complaints, and escalated application issues to the software vendor for resolution.

KEY PROJECTS AND ICT DOCUMENTATION

- **Biomedical Device Integration Projects, Gulf Corporation for Technology (2023 to Present):** network, connectivity and system integration for biomedical and diagnostic equipment at client healthcare facilities, through commissioning, testing and handover.
- **HIMS and ERP Implementation, Shifa Al Jazeera (2018):** implementation of the new hospital information and ERP platform, including deployment, user setup, training and go live support.
- **New IT Facility Set Up and IT Policy Reports, Shifa Al Jazeera (2018 to 2019):** new facility IT readiness documentation, IT policy report and complete IT infrastructure assessment.
- **Total Asset Detail Reports, Shifa Al Jazeera (2018 to 2019):** consolidated register of servers, network devices, desktops, VoIP phones, printers and end user accessories.
- **Monthly IT Management Reports, Shifa Al Jazeera (2019 to 2020):** monthly complaint and ticket review, top data usage analysis and daily and weekly preventive maintenance checklists.
- **IT Infrastructure Assessment and Facility Reports, Visual IQ, Infopark Cochin (2016):** infrastructure assessment, IT policy report, full asset list for server room and user devices, and monthly JIRA ticket, antivirus compliance and review meeting reports.
- **Head Office IT Support, Gulf Corporation for Technology, Juffair (2024 to Present):** day to day IT service for corporate Head Office users, infrastructure and assets, with asset records and monthly reporting.

PROFESSIONAL CERTIFICATIONS

- Cisco Certified Network Associate (CCNA), Cisco ID: CSC011674529, 2014 to 2015
- Microsoft Certified Solutions Associate (MCSA), Microsoft ID: 11933960, 2014 to 2015
- Microsoft Certified Professional (MCP), Microsoft ID: 11933960, 2014 to 2015

EDUCATION

Diploma in Computer Science and Engineering | Directorate of NCVT, Government of India | 2009 - 2012 | Score: 72.1%

Higher Secondary (Plus Two) | Board of Higher Secondary Examinations, Government of Kerala, S.S.M.H.S Theyyalingal | 2006 - 2008 | Score: 60.5%

S.S.L.C | Board of Public Examinations, Government of Kerala, S.S.M.H.S Theyyalingal | 2004 - 2005 | Score: 58%

LANGUAGES AND ADDITIONAL INFORMATION

Languages: English (excellent, read, write and speak), Hindi (good), Malayalam (native), Arabic (basic working level, read and write, manageable spoken)

Portfolio: ansar.evrst.me

Nationality: Indian | **Date of Birth:** 25 May 1989 | **Marital Status:** Married

Visa and Licence: Employment visa, Bahrain CPR holder (transferable, details available on request) | Valid Bahrain Driving License

Permanent Address: Kodinhipallickal (H), Kodinhi (PO), Tirurangadi, Kerala 676309, India

References: Available on request