

Ubaid Ur Rahman

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Summary/Specialization:

A dynamic professional with over 8 years of experience in IT Help Desk, IT Asset Management, Warehouse Management, and Procurement, including significant experience in Saudi Arabia. Skilled in ITSM BMC Helix, Microsoft Dynamics Axapta, Service Now, and ITIL best practices.

Experience:

Help Desk Specialist

Nesma Infrastructure and Technology, Saudi Arabia

April 2024 – Present

- Utilize BMC Remedy ticketing system to manage and prioritize IT support tickets for ITSP clients.
 - Coordinate with IT teams to ensure timely resolution of technical issues and adherence to SLAs.
 - Provide proactive support to ITSP clients, addressing hardware and software issues promptly to minimize downtime.
 - Maintain high levels of customer satisfaction through effective communication and resolution of user-reported issues.
 - Perform troubleshooting and diagnostics on a variety of IT infrastructure components, including network connectivity, server operations, and software functionality.
 - Handle service requests (SRs) related to access management, tape insertion, remote hand requests, and network incidents for ITSP clients.
 - Collaborate with IT teams across different locations to escalate and resolve complex technical issues.
 - Prepare and maintain documentation for IT procedures, troubleshooting steps, and knowledge base articles.
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- Participate in team meetings and training sessions to stay updated with new technologies and enhance technical skills.
- Senior IT Asset Management Analyst**
Capgemini Pvt. Ltd.
March 2023 – August 2023

- Managed allocation and surrender of IT devices, software licensing, CI maintenance, audits, and asset lifecycle management using enterprise tools.
- Coordinated with internal teams for asset management and physical inventory.

Senior IT Asset Analyst
AlBahlim LLP, Noida

- Managed all IT assets, including hardware and software, for a facility with over 10,000 assets.
- Utilized BMC Remedy and Flexnet Manager Suite for asset consolidation and management.
- Oversaw procurement coordination and software license management.
- Prepared and presented monthly stock reports and maintained records in Flexnet Manager Suite.

Procurement Executive
Pyramid IT Consulting Pvt. Ltd.
April 2016 – August 2016

- Led procurement activities, including vendor management, purchase orders, and managing CAPEX & OPEX cycles.
- Managed thousands of internet links and ensured timely renewals.

New Process Associate
Accenture Services Pvt Ltd, Gurgaon
July 2013 – Feb 2014

- Managed data center infrastructure and service requests for clients including BT, Orange, AT&T, and Verizon.
- Provided server infrastructure management, troubleshooting, and incident resolution.

IT Asset Management Analyst (Deputation)

Accenture Services Pvt Ltd, Gurgaon

Dec 2011 – Feb 2012

- Managed IT assets for Accenture facility, including procurement, software license management, and validation of purchase orders.

IT Asset Management Analyst

Al Ajlan Sons Co., Riyadh, KSA

Jan 2010 – Oct 2011

- Managed Axapta 2009 Trade & Logistics operations, warehouse management, and inventory control.
- Conducted negotiations and procurement activities, prepared reports, and managed budget allocations.

Education:

- B.B.A. (Bachelor of Business Administration)
Jamia Hamdard University, New Delhi, 2008

Skills:

- Proficient in Service Now for Hardware Asset Management (HAM) and Software Asset Management (SAM) processes.
- Extensive experience in SAP MM module, including creation of Info Record, Purchase Requisition, RFQ/Quotation, Purchase Order, Goods Issue, Goods Receipt, and Logistics processes.
- Knowledgeable in Microsoft Dynamics Axapta for Trade & Logistics operations.
- Strong understanding of Microsoft Operating Systems and ITIL best practices.
- Experienced in managing IT assets using Flexnet Manager Suite and other consolidated tools.
- Effective vendor management and negotiation skills.
- Excellent proficiency in Microsoft Office Suite (Excel, Word, PowerPoint).
- Warehouse management expertise including inventory control and procurement cycle management.

Languages:

Hindi, English, Urdu, Arabic

Interests:

Cricket, Chess

Personal Details:

- Date of Birth: 10-01-1984
- Marital Status: Married
- Nationality: Indian
- Father's Name: Farooq Ahmed
- Passport No.: Z5959748, Expiry: 12/01/2031
- Driving License: MCYL, LMV, Expiry: 13/03/2027