



## SALEEM M

IT Support Engineer

Abu Dhabi, United Arab Emirates  
+971 568253557

[saleembsc87@gmail.com](mailto:saleembsc87@gmail.com)

### CAREER OBJECTIVE

An IT Support Engineer having more than 5+ years of professional experience with a proven track record in IT Engineering Industry. Looking to secure a challenging position to utilize and expand my knowledge and skills, while making a significant contribution to the growth of the company.

### WORK EXPERIENCE

#### IT SUPPORT ENGINEER

GIBRLATAR TECHNOLOGIES LLC | ABU DHABI, UNITED ARAB EMIRATES | JUL 2023 TO PRESENT

#### Roles and Responsibilities

- Monitor and troubleshoot network performance, including network congestion, connectivity issues, and security threats.
- Manage Cisco network-related projects, including upgrades, migrations, and expansions, ensuring timely and successful completion.
- Repairing hardware malfunctions, software issues, and networking problems.
- Assets recording (New & updates) time reports for services desk items.
- Regular site visit to all Client Sites.
- Providing technical support on-site or via remote-access systems.
- Regular reporting to Head of Service Delivery and Performing other duties and responsibilities related to the projects and as assigned by Head of Service Delivery.
- Network Infrastructure Planning, Installation, and Troubleshooting.
- Demonstrates management basics-planning, organizing, directing, and supervising.
- Install, configure, and upgrade Operating systems, Applications, and other IT peripherals.
- Assign tasks to Team members and assist them to accomplish the assigned Projects.
- Planning , Coordinating project schedules, resources, IT equipment and information.
- Discussion with vendors to execute and organize requirements, scope and objectives.
- Providing professional IT support, resolving incidents within SLA both remotely, onsite and cloud. Managing users Licenses (Azure Active Directory, O365 etc.)
- Monitoring of all IT infrastructures, designing documentation to improve services delivery. Ensuring all IT devices follow the security guidelines.
- Maintaining Azure instances such as Virtual machines, Azure storage accounts, Azure Monitoring tools, Virtual networks, and other Microsoft Azure services. Also working with other teams in project execution.
- Managing software and application via MS Intune.
- Performed 1st and 2nd level IT support, also collaborated with other teams in successfully implementing Vlan Change across the various departments. Also trained users on the latest IT technologies.
- Successfully migrated 70% of users to cloud services, also maintained the IT infrastructures to be working 24x7 and minimizing downtimes.
- Provided excellent services in managing users' accounts in the active directory and using ticket tools in resolving incidents within SLA, also following up with users' feedback to improve services delivered.
- Manages and maintains the service compliance of all IT and service assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and



- techniques thereby ensuring asset controllers, infrastructure teams and the business co-ordinate and maximize value, maintain control, and ensure any necessary legal compliance.
- Maintains an in-depth knowledge of specific technical specialism and provides expert advice regarding their application.
- Maintains the highest caliber of service by establishing and enforcing organization standards.
- Maintain technical skills and knowledge of market trends and competitive insights.
- Responds to emergency situations as needed for the purpose of resolving immediate concerns.
- Responsible for off hours emergency support related issues.

## **IT SUPPORT ENGINEER**

NEXVAL INFOTECH PVT LTD | BANGLORE, INDIA | JUN 2020 TO JUN 2023

### **Roles and Responsibilities**

- Monitoring and filing IT tickets, raised by users, to ensure they are resolved in line with service level expectation, escalating when required.
- Responding to and resolving internal IT issues of an ongoing and ad hoc nature, prioritizing as appropriate.
- Supporting the use of internal software/systems, including license management, such as: Horizon telephone system, Zoom, Citrix.
- Mobile device maintenance and support, liaising with our third-party support providers and managing internal support issues.
- System and equipment updates, including monitoring and testing.
- Liaising with our third-party IT support provider as required and assisting with the organization of engineers when on-site.
- Carrying out IT tasks associated with new starters and leavers, including being on-site for initial set ups.
- Organizing equipment supplies and deliveries and overseeing inventory of new and existing kit.
- Supporting with training on systems/software and developing User Guides where needed.
- Providing IT support for company events and presentations.

## **IT SUPPORT ASSOCIATE**

INDECOMM GLOBAL SERVICES | BANGLORE, INDIA | FEB 2019 TO JAN 2020

### **Roles and Responsibilities**

- Providing first-level technical support to end-users by answering phone calls, responding to emails, and handling tickets submitted through a web portal.
- Troubleshooting IT-related issues by identifying the root cause and resolving the issue or escalating it to the appropriate support team.
- Managing and prioritizing incident tickets in accordance with defined service level agreements (SLAs) and ensuring timely resolution of issues.
- Working on User Access Management (UAM), Office 365 task.
- Active directory and Exchange Administration.
- Expertise Hands-on Experience in DRA Tool.
- Office 365 Access Support with Mailbox Creation on Domain.
- Expertise in BMC Service Manager Tool, Workday activities.



## PROCESS ASSOCIATE

CAPGEMINI | BANGALORE, INDIA | MAY 2015 TO AUG 2017

### Roles and Responsibilities

- Worked on miscellaneous calls/emails dropped by helpdesk engineers and leads.
- Troubleshooting, diagnosing malfunctions in the operation of hardware and software also resolved issues by coordinating with onsite engineer to fix an issue.
- Providing permissions to the user ID depends on their service requests (such as printer access, network shared drive access, Etc.)
- Provide regular technical support for Windows OS, mail support and basic network support/troubleshooting.
- Provide support for LAN networking, enable/disable ports and test network connectivity.
- Provide access to the user with share drive, box, box sync app, data privilege and map network drives.
- Connect machines with network printers and troubleshoot issues related to printer.
- Deploy McAfee security; encrypt the drive, setup pre-boot login authentication.
- Analyst applications and provide support to submit and accelerate its ticketing system in SLA.
- Work with fixed and aggressive deadlines and execute tasks in a high-pressure environment.

## EDUCATION

### MCAS

Bachelor of Science (Computer Science)

(2011 - 2014)

**7.94 (CGPA)**

## TECHNICAL PROFICIENCY

- Operating Systems: All Windows client and server OS
- Ticketing Tools: BMC Remedy, Service-now, Fresh Desk, ITSM
- Server: Windows server 2012 R2, Active Directory, Azure
- Monitoring Tools: Cloud Watch, New Relic
- Remoting Tools: Citrix, AWS Workspace
- Troubleshooting- Laptop, Desktop, VMs, Swapping Device, Windows OS, Cisco IP Phone, M365,

## REWARDS AND RECOGNITION

- My overall performance was excellent and satisfactory.
- Have consistently achieved my targets and have been outstanding in all the functions with respect to quality.
- Got POB Award from Cap Gemini.
- Got NexStar Award from Nexval InfoTech.

I hereby declare that the above mentioned information is true to best my knowledge and bear the responsibility for correctness.

Saleem M