

SAMEER.M

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Professional Summary:

I have 2+ years of work experience as an IT Support Engineer. Works involved in managing entire IT Infrastructure and end-user Support, system installation, managing troubleshooting in Windows, networking (LAN, WAN), and installing and maintaining all kinds of Hardware and software, networking-related support.

Work Experience:



Company: LUXEDESIGN VILLAS
Designation: IT SUPPORT ENGINEER
(June 2024 - September 2024)
Dubai, UAE



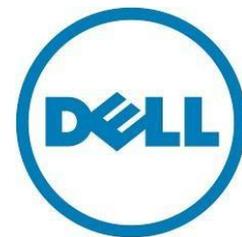
Roles & Responsibilities:

- Administrative and maintenance Active Directory such as creating new active directory, organizational unit , users , groups, DNS,DHCP And check the Server backups.
- Set up new pc and laptops for new employees configured systems ensure the connectivity and installed and tested hardware and software.
- Supported local and network printers by performing maintenance and repair.
- Installing, Configuring and Troubleshooting the various third-party software.
- To manage Office 365 Apps, OneDrive, Outlook and MFA Authentication.
- Troubleshoot network connectivity issues and reported to the L2 team for further support.
- Configured and managed DNS and DHCP services to ensure seamless network connectivity for end-users.
- Installing and Configuring VPN client Fortinet SSL VPN for Roaming & WFH users
- Maintaining the office Assets Laptops, Tablets, Mac Books and Network Peripherals such as Printers, Switches and Access points.
- Walk customers through installing applications and computer peripherals & I have Configure.
- Set up new PCs and laptops for new employees, including hardware and software configuration, connectivity testing, and system installation.

- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software and all configurations.
- Coordinate with customers and analyses the problem and status of the machine, and quickly solved the issues.
- Customized desktop applications to meet user needs, ensuring optimal usability and efficiency.
- To Administer Microsoft Office365 Email services, Good knowledge of POS systems and tablets, iOS, and Android.
- Co-coordinating with Vendors and suppliers for internal or Branch support such as CAT 6 Cabling, Fiber cable termination, and CCTV installation.
- Administrated and Maintained File Server, Printer Server. Installed Additional Domain controller as a backup server .Configured and maintained Network Printer.
- Administrate and Maintenance Active • • Directory such as setting new active directory, Creating Users, OU& Group Policies and setting up the Permissions.
- Responsible for managing the project site for the Aramex employees readiness for establishing IT infrastructure and network Connectivity. Other duties performed includes
- support the installation of structured cabling and Installation, configuration & maintenance of wireless controllers and Access Points Customer Interaction, Managing third party suppliers & Subcontractor.
- Test alternative pathways until you resolve an issue &Conduct remote troubleshooting.
- Configure IP Address , Subnet Masks, and gateway address on routers and hoses.
- Created and configured appropriated group policy to the groups and users.
- Monitoring server performance using Performance Monitor, Event logs.
- Having good knowledge in Active Directory Site and Services, Replication And network components such as Switch, Router and Firewall.



Company: SETHIA INFOTECH
Designation: IT SUPPORT ENGINEER
DELL DISTRIBUTORS & DEALER
(June-2022-MARCH2024)



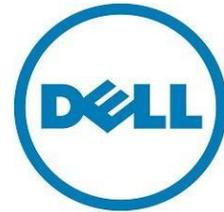
Roles & Responsibilities:

- Plan and execute the migration process in various countries and Departments
- Managed email accounts in **MS Outlook 2019 & Office 365**, including creating, deleting, archiving, and backing up user data.
- Installing, Configuring and Troubleshooting the various third-party software.
- To manage Office 365 Apps, OneDrive, Outlook, and SharePoint portal, MFA Authentication.
- Troubleshoot network connectivity issues and reported to the L2 team for further support.
- Configured and **managed DNS and DHCP services** to ensure seamless network connectivity for end-users.
- Installing and Configuring VPN client Fortinet SSL VPN for Roaming & WFH users

- Setup, Maintain and Troubleshoot Network and standalone Printers
- Creating and maintaining the User account and adding to the correct membership group, policies.
- Maintaining the office Assets Laptops, Tablets, MacBook, and Network Peripherals such as Printers, Switch and Access points.
- Walk customers through installing applications and computer peripherals & I have Configure. Guide users with simple, step-by-step instructions & Customize desktop applications to meet user needs. Test alternative pathways until you resolve an issue & conduct remote troubleshooting
- Maintaining and Troubleshooting Windows OS & Hardware related issues for 150+ users.
- Knowledge of **One Drive, MS Teams**, and other **MS Office** tools.
- To Install and configure the **Windows7, Win8, Win10** operating systems.
- Troubleshooting network connectivity in a LAN/WAN environment & I solve the issues like port security.
- Customized **desktop applications** to meet user needs, ensuring optimal usability and efficiency.
- To Administrate the **Microsoft Office365** Email services, Good knowledge of POS systems and Tablet, iOS, and Android.
- Troubleshooting issues via Remote using tools such as Remote PC, Team viewer & Any desk. Resolve IT issues to ensure continuity of services as per SLAs.



Company: SKYPRO TECHNOLOGIES
Designation: SERVICE ENGINEER
(NOV 2021 - May 2022)



Roles & Responsibilities:

- Diagnose hardware and software problems, and replace defective components in Dell laptops, PCs and all tower precision models.
- Servicing & Troubleshooting of Hardware & Desktop System Devices.
- Perform data backups and disaster recovery operations in client laptops
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software and all configurations.
- Perform routine network start-up and shutdown procedures and maintain control records.
- Maintaining documentation for returnable warranty calls dispatch history.
- Direct unresolved issues to the next level of support personnel.
- Address user tickets regarding hardware, and software & Ask targeted questions to diagnose problems.
- Patched software and installed new versions to eliminate security problems and protect data.
- Changing hardware and upgrading hardware components like RAM, Hard disk, SMPS & Os Related and Booting related issues,
- Set up **new PCs and laptops** for new employees, including **hardware and software configuration, connectivity testing, and system installation.**
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software and all configurations.
- Maintaining documentation for returnable warranty calls dispatch history. Direct unresolved issues to the next level of support personal

- Coordinated with customers and analyzed the problem and status of the machine, and quickly solved the issues.
- Supported local and **network printers** by performing maintenance, **troubleshooting**, and **repair tasks**.

Academic Qualification:

- B. TECH (MECH) from **PRIST UNIVERSITY**, THANJAVUR with 7.87CGPA, 2021.

Soft skills

- Information Security
- Network Administration
- System Upgrades
- IT documentation
- Technical support Teamwork and Collaboration
- IT troubleshooting
- System Administrator
- Comprehensive problem-solving abilities.
- Strong team player and Team builder.
- Adaptability: Ability to adapt to changing technology environments and learn new tools quickly.
- Analytical Thinking: Analytical mindset to assess IT systems and recommend improvements.

Personal Details:

Fathers Name	: MOHAMED SHAJAHAN
Communication Address	: Deira, Al Baraha St, Dubai
DOB	: 21 JUNE 1999
Nationality	: Indian
Languages Known	: English, Tamil, and Malayalam.
Passport No	: P8771653
Visa Status & Expiry	: Own Visa till May 2026, (Ready to change Employment Visa)