

## PERSONAL INFORMATION

## SHAMSHAD NK



📍 Abu Dhabi, UAE

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✉️ shamshadnk06@gmail.com

Birth Date: 23-05-1990

Nationality: india

Driving License: UAE

## EMPLOYMENT POSITION

## IT Support Engineer

## PROFILE

A confident and reliable IT support engineer with extensive practical experience in working with computers and resolving any support issues that are raised to the service desk. Possess a proven ability to administer and control the operation, configuration, and maintenance of computer-based information systems, as well as having an eye for detail and being able to multi-task under pressure. An excellent communicator who can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking for a further successful career to learn and grow at a professional as well as personal level thereby directing my future endeavors as an asset to the organization.

## EMPLOYMENT HISTORY

2019 November - 2022 June

## IT Support Engineer

ITQAN AI Khaleej Computers LLC, Abu Dhabi

- Providing exceptional day-to-day support to 1000+ users; performed De-installations, Installations, Updates, and Downloads of software and application that meet users' everyday activities.
- Responded to requests for technical assistance in person via face-to-face, phone, and remotely for Windows Operated devices and all other networked and local peripherals like Printers, IP Phones, CCTV, Interactive Projectors, and Smartboards.
- Responsible for maintaining, and rebuilding desktop computers, reimaging desktops and laptops as needed, and redeploying to the customer.
- Answering, evaluating, and prioritizing incoming telephone, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies.
- Managing the company helpdesk, logging all calls in the IVANTI ticketing system, and assigning tickets to appropriate workgroups.
- Reviewing systems tickets daily and reprioritizing the ticket resolution to ensure compliance with service level agreements.
- Collecting information about incidents and problems to evaluate root causes.
- Interviewing users to collect information about the problem and lead the user through diagnostic procedures to determine the source of error.
- Troubleshooting network issues (LAN/WAN, and wireless networks) with the help of the Network team.
- Experience in working with active directory, creating new users, deleting, and disabling user accounts, and password reset.
- Laptop and Desktop Hardware Troubleshoot.

2017 February - 2018 November

**IT Support Engineer**  
Al Zayan United LLC, Oman

- Responsible for the Installation, Operation, and Maintenance of computer systems and other technologies, such as communication systems.
- Manage, deploy, and configure hardware upgrades, software updates, security patches, and other necessary items on an as-needed basis.
- Provided a high level of technical support and customer service, to the end-user, in person or over the phone.
- Customer support and configuration management - plans and oversees hardware and software installations on customer workstations.
- Resolving problems, such as defective hardware components or corrupted software.
- Under minimal supervision, provide technical software, hardware, and network problem resolution to all end-user computers and peripheral equipment on the domain.

2013 November - 2016 May

**Network Assistant**  
Chandrika Daily Pvt Ltd, Calicut

- Performing computer installation and operating system configuration in designated networks at the user's workstation.
- Installing, organizing, testing, maintaining, checking, and troubleshooting end-user workstations and interrelated hardware and software.
- Providing technical support by performing installation, repair, and preventative maintenance of personal computers and related software/hardware.
- Analyzing equipment performance records to determine the need for repair or replacement.
- Clearly communicate technical solutions in a user-friendly, professional manner to the end-user.
- Evaluating and prioritizing incoming telephone, e-mail, and in-person requests for assistance from users experiencing problems.

**EDUCATION**

2008 September - 2012 June

**Bachelor of Technology in Computer Science**  
Kannur University, Wayanad

**SKILLS**

|                    |                                 |  |
|--------------------|---------------------------------|--|
| Windows Server     | Active Directory                | Ticketing System (IVANTI)                    |
| IT Asset Inventory | Domain Migration                | Remote Tools (Teams, Any desk, Quick Assist) |
| ITIL Foundation    | Laptop and Desktop Troubleshoot | TCP/IP                                       |

**LANGUAGES**

|         |       |           |
|---------|-------|-----------|
| English | Hindi | Malayalam |
|         |       |           |
| Arabic  |       |           |
|         |       |           |