



MUNABDEEN MURSHID

IT SUPPORT ENGINEER

CONTACT



+971 562 914 274



murshidmurshid20020812@gmail.com



30 street, maysaloon, Sharjah

SKILLS



Technical Skills:

- Hardware troubleshooting
- Software configuration
- Network maintenance
- OS administration (Windows, Linux)
- Active Directory
- IT security
- Remote support
- Inventory management
- Backup & recovery
- Virtualization (VMware)
- Scripting basics
- Cloud services (AWS, Azure)
- Helpdesk systems

Soft Skills:

- Problem-solving
- Communication
- Customer focus
- Adaptability
- Attention to detail
- Team collaboration
- Time management
- Empathy
- Analytical thinking
- Proactive learning
- Pressure handling
- Professionalism
- Conflict resolution

OBJECTIVE



Dedicated it support engineer with a strong background in information technology, hardware, software, and development. Seeking to leverage my technical expertise and problem-solving skills to provide exceptional it support and contribute to the success of a dynamic organization.

PROFESSIONAL EXPERIENCE



It support engineer

Innovation techno | January 2021 - present

- Collaborated with the IT team to design and implement network infrastructure improvements, resulting in increased network stability and reduced downtime.
- Assisted in the management of IT inventory, including tracking hardware and software assets, conducting audits, and ensuring proper documentation.
- Responded promptly to user inquiries via phone, email, or in-person, diagnosing issues and providing effective solutions or workarounds.
- Conducted regular system maintenance, including updates, patches, and backups, to ensure data integrity and system security.
- Supported remote users by configuring and troubleshooting VPN connections, enabling seamless access to company resources.
- Resolved complex technical issues escalated by junior support staff, utilizing advanced troubleshooting techniques and analytical skills.
- Participated in on-call rotation to provide after-hours technical support for critical incidents and emergencies.
- Assisted in the planning and execution of disaster recovery drills, ensuring data recovery processes were efficient and reliable.
- Collaborated with third-party vendors to resolve hardware and software issues covered by service agreements, effectively managing vendor relationships.
- Documented support activities, solutions, and troubleshooting steps in the knowledge base, facilitating knowledge sharing among the IT team and improving support efficiency.

EDUCATION



Diploma in software engineering

2019 - 2020