

Technical Support Engineer

ATHIF NOOR KK

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Technical support Engineer with 1+ years of experience diagnosing and resolving software, hardware, and network issues to ensure seamless user experiences. And network configuration. Improving system performance and delivering fast end-user support. Seeking an IT Support role in Dubai to contribute technical expertise and ensure smooth IT service delivery.

KEY SKILLS

- Customer Service & Client Assistance
- Phone, Email & Chat Support
- Technical Troubleshooting (L1/L2)
- CRM & Ticketing Systems
- Remote Desktop Assistance
- Complaint Handling & Issue Resolution
- Data Entry & Documentation
- Multitasking & Time Management.
- Strong Communication Skills.
- Fast Learner, Team-Oriented.

PROFESSIONAL EXPERIENCE

Technical Support Engineer

Host sale Tech India (P) Ltd | Angamaly, India | (2024–2025)

- Delivered L1/L2 Technical Support: Diagnosed and resolved hardware and software issues for desktops, laptops, printers, and network devices, ensuring minimal downtime.
- Ticket Lifecycle Management: Managed incoming service requests via phone and email, documenting all technical queries and troubleshooting steps in the CRM/ticketing system.
- Complex Troubleshooting: Resolved advanced technical issues requiring in-depth analysis and personalized customer care, ensuring high client satisfaction for complex cases.
- Incident Escalation: Identified critical system failures and effectively escalated unresolved issues to Level 2 and Level 3 teams after performing initial root cause analysis

- Network & System Support: Provided comprehensive support for network configuration and software-related customer service inquiries.
- Managed ticketing, documentation, and timely issue resolution.

EDUCATION

BACHELOR OF COMPUTER APPLICATION

University of Calicut
2019-2022

CORE TECHNICAL SKILLS

- Remote Desktop Support
- Software Troubleshooting
- System Installation & Configuration
- IP Addressing
- Data Backup
- Basic Networking
- MS Office (Word, Excel)
- Typing Speed: 40–45 WPM

CERTIFICATIONS

Technical Support Engineer

Hostsale Tech India (P) Ltd

Python - Web Development Expert

National Council for Technology and Training

Google IT Support Professional certificate

Google

LANGUAGES

- English
- Tamil
- Malayalam – (Native)

PERSONAL DETAILS

Date of Birth: (16/02/2002)

Availability: Immediate (Visit Visa)

Nationality: Indian