HABIB YOUSUF

It Support Engineer

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SUMMARY

Results-driven and technically proficient IT Support Engineer with over 5 years of experience in IT systems, software development, and infrastructure optimization.
Proven track record in automating business processes, resolving system issues, and enhancing operational efficiency.
Skilled in providing high-level technical support, improving application architectures, and troubleshooting across various platforms.
Open to relocation or remote opportunities in KSA, UAE, Qatar, Bahrain, and Oman.

PROFESSIONAL EXPERIENCE

Senior Software Engineer (IT Support Focus)   May '21 — Present
Techlogix
- Developed and supported EOBI infrastructure for secure and compliant data integration.
- Cleaned, transformed, and optimized large data sets to populate systems efficiently.
- Created over 30+ custom applications to automate and streamline business processes, reducing manual workload by 40%.
- Upgraded existing applications by refactoring and restructuring code for enhanced performance and scalability.
- Provided Tier 2 IT support for development and infrastructure; collaborated with DevOps for deployments and issue resolution.
- Managed access controls and security protocols through Active Directory.

Full Stack Engineer   Oct '20 — Apr '21
Trade Foresight
- Delivered enterprise-level applications using ASP.NET MVC, C#, SQL Server, and AngularJS.
- Conducted system performance validation, internal IT support, and technical troubleshooting.
- Responded to helpdesk support requests, adhering to SLA timelines.
- Improved system uptime by resolving database and application issues.

EDUCATION

Bachelor in Computer Engineering, Sir Syed University of Engineering & Technology   Jan '16 — Feb '20
Karachi, Pakistan

CERTIFICATIONS

Scrum Fundamentals Certified, SFC   Jan '21
ASP NET MVC and Entity Framework   Jan '22
Complete React JS Course   Jan '22
Full Stack Application with Spring Boot React   Jan '22
Software Developer C OOP ASP NET MVC MS SQL   Jan '22
                                                                                   Jan '01

RECENT PROJECTS

EOBI Support Platform   May '22
- Designed and implemented robust data cleaning and population strategies.
- Created scalable applications to automate and simplify workflows, increasing processing efficiency.
- Improved infrastructure of legacy apps to enhance speed, security, and maintainability.
- Resolved 100+ support tickets monthly with 95% satisfaction rate.
- Reduced downtime incidents by 30% through proactive system monitoring.

SKILLS

Technical Support   IT Support & Troubleshooting, Remote Desktop Support (RDP, TeamViewer), End-User Training & Communication, Ticketing Systems (JIRA, ServiceNow), ITIL, Incident Management, SLA Compliance, Knowledge Base Documentation, System Imaging
Infrastructure Management   Application Infrastructure Optimization, Windows & Linux OS Support, Active Directory & Office 365 Administration
Software Development   Software & Web Development (Full Stack), C#, JavaScript, React JS, ASP.NET Core
DevOps Practices   CI/CD & DevOps (Azure, Git, SonarCloud), Automation of Business Processes
Networking Skills   Networking (TCP/IP, DNS, DHCP), Software Installation & Configuration

REFEREES

References available upon request.