

MUHAMMED JAZEER ABBAS

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IT SUPPORT ENGINEER

Dedicated IT Support Engineer with hands-on experience in system administration, hardware/software troubleshooting, and network support. Skilled in resolving technical issues efficiently, managing IT infrastructure, and ensuring smooth business operations. Strong knowledge of Active Directory, SAP, POS systems, and helpdesk ticketing tools, with additional expertise in basic cybersecurity practices.

WORK EXPERIENCE

LuLu Group International, Kochi, Kerala (August 2023 – September 2024)

IT Support Specialist

- Provided comprehensive technical support for hardware, software, and network issues across branches.
- Managed user accounts and permissions via Active Directory.
- Configured routers/switches and handled basic firewall tasks.
- Maintained SAP and POS systems across retail environments.
- Used GLPI helpdesk to log and resolve support tickets efficiently.
- Gained exposure to endpoint protection and basic system hardening.

Mahindra Logistics, Kochi, Kerala (September 2024 – April 2025)

IT Support Engineer

- Supported warehouse and logistics IT infrastructure, ensuring system uptime and resolving connectivity issues.
- Monitored hardware/software performance and implemented patch updates.
- Assisted with endpoint security and data management practices.
- Collaborated with teams to maintain smooth IT operations.

EDUCATION

Bachelor of Computer Applications (BCA)
MESTO Abdulla Memorial College, Kunrukara (2019 – 2022)

Higher Secondary – Bio-Maths
FMCT Higher Secondary School (2017 – 2019)

[first and last name]

[phone number or email address]

PROFESSIONAL SKILLS

- Hardware & Software Troubleshooting
- Active Directory Management
- Helpdesk Ticketing Systems (GLPI)
- SAP & POS System Support
- Network Configuration (Routers, Switches, Firewalls)
- Patch Management & Endpoint Support
- Basic Cybersecurity Practices

CERTIFICATIONS & COURSE COMPLETIONS

- Cyber Security - SOC and SIEM (Splunk & ELK) for Beginners – 2025 (Udemy)
- Reverse Engineering and Malware Analysis x64/32: CRMA+ PRO (Udemy)
- Basics of Cloud Computing (Udemy)
- Practical Cisco Networking Labs in Cisco Packet Tracer (Udemy)
- Ethical Hacking - SQL Injection Attack (Udemy)
- The Power of Networking (Udemy)
- The Complete Introduction to C++ Programming (Udemy)

PERSONAL DETAILS

- Full Name: Muhammed Jazeer Abbas
- Date of Birth: 19 April 2001
- Age: 24
- Gender: Male
- Marital Status: Single
- Nationality: Indian
- Languages: English (Fluent), Malayalam (Native), Hindi (Basic)
- Current Location: Kochi, Kerala, India
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