Muhammad Gul

IT Support Engineer | IT Support Specialist

Riyadh, Saudi Arabia

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🆔 **Iqama No.: 2595848348** (Transferable)

Professional Summary

Highly motivated and detail-oriented **IT Support Engineer** with 6+ years of technical experience in troubleshooting, system maintenance, network support, and IT operations. Proven expertise in **IT helpdesk support, system administration, WordPress development, network configuration**, and **office IT management**. Experienced in providing fast, reliable IT solutions in high-pressure environments, including government and private sectors.

Currently working at **ESNAD Contracting Company – Riyadh** as an **IT Support Specialist**, supporting ERP (NetSuite), office systems, printers, and network infrastructure. Seeking to contribute strong IT, analytical, and problem-solving skills to a growth-oriented organization.

Education

- **Bachelor of Science in Computer Science**, IMSciences Peshawar — *2020*

- **Intermediate in Pre-Engineering** — *2016*

- **Matriculation in Science** — *2013*

Work Experience

IT Support Specialist

ESNAD Contracting Company, Riyadh — *2025 – Present*

- Providing end-to-end IT support for office systems, networks, laptops, printers, and email services.

- Supporting **NetSuite Oracle Cloud ERP**, including approvals, petty cash workflows, and user assistance.

- Managing daily IT operations: troubleshooting systems, software installation, and configuration.

- Assisting Finance department with **Excel reporting, petty cash reconciliation, and system entries**.

- Coordinating with HR & IT teams for account creation, access roles, and system permissions.

- Ensuring smooth operation of office devices, CCTV, Wi-Fi routers, Ricoh printers, and communication tools.

- Preparing technical reports and resolving IT tickets in a timely manner.

IT Assistant & Network Engineer

Al Hadab Company, Riyadh — *2025 – Present*

- Delivered IT support including POS services, system troubleshooting, and CCTV maintenance.

- Managed network configuration and system monitoring across multiple branches.

- Provided IT solutions for hardware, software, and office equipment.

Junior Executive (IT Support)

NADRA Pakistan — *Sep 2020 – Sep 2024*

- Delivered professional IT support to system users and field teams.

- Performed troubleshooting, system maintenance, and biometric system operations.

- Maintained secure databases, user verification terminals, and software installations.

- Ensured strong system integrity, data accuracy, and operational reliability.

Intern – AI Lab

2019 (3 Months)

- Assisted in AI-based research and implementation of basic AI models.

- Performed data analysis, testing, and model integration tasks.

Freelance IT Projects

- WordPress Website Development & Maintenance

- E-commerce and Job Portal Website Administration

- Computer, Network & System Troubleshooting

- Technical Support for individuals and small businesses

Certifications & Technical Skills

Certifications

- NADRA IT Certification – Biometric & Secure System Management

- WordPress Development Certification

Technical Skills

- Windows installation, system formatting & troubleshooting

- Printer setup, including **Ricoh, HP, Canon**

- Networking: LAN/WAN, router configuration, Wi-Fi management

- ERP User Support – **NetSuite Oracle Cloud**

- CCTV setup & basic maintenance

- Software installation & IT equipment configuration

- MS Office (Word, Excel, PowerPoint – Expert)

- Typing Speed: **45+ WPM**

- Programming Knowledge: Intermediate (Python, HTML, CSS, PHP basics)

Languages

- **English:** Fluent

- **Urdu:** Fluent

- **Arabic:** Basic

Additional Information

- **Iqama:** Transferable

- **Availability:** Immediate

- **Driving License:** Valid Saudi Driving License