

Mohamed Nisath

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Objective

Experienced IT professional specializing in IT administration, technical support, and system troubleshooting. Proven track record in enhancing system performance, resolving complex technical issues, and ensuring seamless IT operations. Seeking to leverage technical expertise and problem-solving skills to contribute to a dynamic IT team.

Work Experience

Database Administrator, HCLTech | Colombo

Mar. 2022 - Dec. 2023

- Managed Oracle databases, ensuring 100% uptime and efficient resolution of incidents.
- Achieved 80% of KPIs, including response time and issue resolution targets.
- Trained new hires and documented processes, improving team efficiency.
- Supported system upgrades, patches, and database optimizations.
- Closed over 12,000 incidents in ServiceNow and DryIce combined in 6 months.

Junior System Administrator, iFixPC | Kandy

Aug. 2019 – Feb. 2022

- Resolved 95% of hardware and software issues within SLA timeframes.
- Conducted server installations, configurations, and network troubleshooting.
- Reduced system downtime by 15% through proactive maintenance and optimization.
- Maintained firewall and network security, ensuring stable and secure IT operations.

Education

B.Sc. (Hons) in Software Engineering, Cardiff Metropolitan University, UK

Feb. 2022

Higher Diploma in Computing and Software Engineering, ICBT, Sri Lanka

Nov. 2020

Technical Skills

Operating Systems: Linux Administration, Windows Administration

Networking: Network Administration, Firewall Management, Troubleshooting

Database Management: Oracle Database, SQL

Programming: Python, Java, C++, JavaScript, HTML/CSS

Tools: Git/GitHub, Microsoft Suite, Adobe Photoshop

Technologies: React/React Native, Android Development

Languages

- English
- Tamil
- Hindi
- Arabic
- Sinhala

Additional Information

With Valid Qatar ID and NOC | Driver's License Holder

References available upon request.