

AHMED HAROON

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ADDRESS: Blue Ridge Residence / Hulhumale'



Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

EXPERIENCE

JUNE 2023 – TILL DATE

IT TECHNICIAN, SOLARELLE INSUANCE

- Providing technical support to end-users, addressing hardware and software issues promptly.
- Installed, configured, and maintained operating systems (e.g., Windows, macOS) and software applications.
- Troubleshooting hardware problems, including desktops, laptops, printers, and peripherals.
- Managing and maintained the company's network infrastructure, ensuring optimal performance and security.
- Assisting In maintaining the setup and configuration of servers, switches, routers, and firewalls.
- Conducting regular system backups and disaster recovery planning to protect data integrity.
- Collaborate with the IT team to implement security measures and perform routine system updates and patches.
- Managing IT inventory, tracking hardware and software assets.
- Training end-users on software applications and best practices for computer use.
- Documenting technical procedures, troubleshooting steps, and system configurations.

JUNE 2021 – JULY 2023

IT TECHNICIAN, KANDIMA HOLDINGS

- Monitoring server room, wireless network and other servers.
- Maintaining office PCs, networks and mobile devices.
- Maintaining PC systems and peripherals such as monitors, networking equipment, printers etc.
- Managing system-wide operating system and software deployments and upgrade related issues.
- Complex software installations and maintenance.
- Configuring networks for smooth and reliable operation to meet needs.
- Day-to-day LAN and WAN administration, maintenance and support.
- Manage and maintain daily backups.

SEPTEMBER 2018 – JANUARY 2021

IT TECHNICIAN / OUTLET SUPERVISOR, ATOLLMARKET

- Maintained office PCs, networks and mobile devices.
- Imaged and prepared new computers for integration into company networks and systems.
- Troubleshooting and refurbish PC's/ Printers and peripherals accordingly.
- Assisted with on the site and online technical support whenever required.

OCTOBER 2017 – JULY 2018

FRONT OFFICE RECEPTIONIST, SAFARI ISLAND

- Attended guest complaints through phone or directly.
- Maintained daily guest logs, handle cash register and guest check-in and checkout.
- Attend to guest needs from arrival till departure.
- Answering to Tour operators regarding different guest requests /complains and make sure they are handled accordingly.

EDUCATION

2022 - 2023

DIPLOMA IN GRAPHICS AND MULTIMEDIA, MIANZ INTERNATIONAL COLLEGE

2022 - 2024

ASSOCIATE DEGREE IN GRAPHICS AND MULTIMEDIA, MIANZ INTERNATIONAL COLLEGE

2025 - (AWAITING CETRIFICATE)

BECHLORS DEGREE IN GRAPHICS AND MULTIMEDIA, MIANZ INTERNATIONAL COLLEGE

MARCH 2016 – MARCH 2017

CERTIFICATE IV IN INFORMATION TECHNOLOGY, INFOCOM COMPUTER TRAINING (ICCT)

JUNE 2014 – MARCH 2015

CERTIFICATE III IN FRONT OFFICE OPERATIONS, IMALDIVES NATIONAL UNIVERSITY (MNU)

DECEMBER 2001 – JANUARY 2012

GCE ORDINARY LEVEL, KINBIDHOO SCHOOL

SKILLS

- ❖ **Software Proficiency:** Experienced with Fusion hotel management system, QuickBooks, Material Controller, Maestro, FIES, Adobe Creative Suite, CorelDRAW Package, Autodesk Maya. Maya 3dx, Cinema 4D, Adobe AutoCAD and ZBrush.
- ❖ **Technical Troubleshooting:** Proficient in IT troubleshooting and problem-solving.
- ❖ **IT Expertise:** Up-to-date knowledge of computer systems and operating systems.
- ❖ **Moderate Website Development:** Proficient in the basics of website development, with experience in using platforms like Wix and WordPress.
- ❖ **Communication:** Fluent in written and spoken English
- ❖ **Problem Solving:** Strong problem-solving skills.
- ❖ **Creativity and Collaboration:** Adept at creative thinking and collaboration.

REFERENCES

KANDIMA MALDIVES - IT MANAGER

ANWAR ABDULKADER: 7973158

ATOLLMARKET - IT MANAGER

IBRAHIM FASEEH: 7788269