




# SINAN MOHAMMAD

## System Administrator

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Narammala, Sri Lanka 

## SUMMARY

An experienced IT Professional with a rich background spanning both domestic and international environments. Skilled in technical support, IT asset management, service management, desktop support, network maintenance, IT ticketing, Microsoft products and window OS. Valued for problem-solving skills and achieving superior outcomes. Known for adaptability and the ability to thrive in any environment. Eager to embark on new challenges and contribute expertise to innovate projects.

## SKILLS

Adaptability | Analytical | Collaboration | Communication | Customer Service | Detail-oriented | Problem Solving | Reliability | Time Management | Troubleshooting

## EDUCATION

### PROFESSIONAL QUALIFICATIONS

**Microsoft Certified Network Engineering.**  
ANC - Net Assist International, Sri Lanka  
September 2010 – September 2011

### ACADEMIC QUALIFICATIONS

**G.C.E. Advanced Level - Commerce**  
Kekunagolla National School, Sri Lanka  
Grade: Pass (Year 2010)

**Diploma in Computer Studies**  
BIT Computer Services, Sri Lanka  
December 2006 – September 2007

### LICENSES & CERTIFICATIONS

- Microsoft Certified Professional (MCP)
- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Specialist: *Windows 7, Configuring*
- Computer Hardware & Networking (Comp TIA+)

### DEVELOPMENT & ACHIEVEMENTS

- IT Support for Hybrid Workers
- IT Service Management: Tools.
- Cybersecurity by Cisco.
- SD-WAN Fundamentals.
- Jira: Basic Administration.
- SAP S/4HANA Essential Training.
- ServiceNow: Administration.
- Comp TIA Cloud+
- Information Security Foundation.

### Note:

Pursing ongoing online learning across diverse platforms to stay current with IT trends, consistently showcasing certifications and achievements on LinkedIn. Profile:

<https://linkedin.com/in/sinan7>

## EXPERIENCE

### WORK EXPERIENCE

**IT Support Engineer | DHL Global Forwarding**  
June 2024 – Present | Colombo, Sri Lanka

- Provided desktop support to DHL Global Forwarding (DGF LK) employees onsite and remotely, including raising tickets through the "Request IT" ServiceNow ticketing system, and maintained a 95% customer satisfaction rate.
- Implemented software updates and policy updates in collaboration with DGF Global IT Team, enhancing operational efficiency and security measures.
- Coordinate with vendors for new purchases and warranty parts, ensuring availability of necessary resources.
- Resolved MS Office 365 application issues (Outlook, Word, Excel, Teams, OneDrive) with a 93% customer satisfaction rate.
- Led successful migration from Windows 10 to Windows 11 and implemented latest updates, ensuring seamless transition and minimal disruption for DGF LK staff.

**IT Technician | Ainsteam Computers**  
July 2020 – Present | Kurunegala, Sri Lanka

- Diagnose and resolve hardware and software issues with a 95% performance rate, specializing in virus/ malware removal and achieving a 20% improvement rate in system optimization.
- Provide expert advice on system selection, ensuring a 98% customer satisfaction rate. Manage 5-10 daily laptop and PC repairs, including data backup, restore and recovery.
- Install, configure and troubleshoot operating systems and network devices while staying updated with technological advancements.

**STRENGTHS:** Adaptability | Leadership Abilities | Problem-Solving

**HOBBIES:** Reading | Poultry Farming | Herbal Medicines

**PASSION:** Volunteer Work | Travel Exploration

## IT and Document Management Assistant | Build Angles Engineering (Pvt) Ltd

January 2017 – December 2019 | Colombo, Sri Lanka

- Managed document processing tasks with 99% accuracy, ensuring confidentiality and compliance.
- Updated technical documents to maintain relevancy and 100% compliance with latest procedures.
- Provided IT support, optimizing system performance and enhancing productivity by 20%.

## Administrative Assistant | Tabaldi Tradings & Contracting WLL

January 2016 – August 2016 | Doha, Qatar

- Achieved 100% accuracy in data entry, ensuring efficient record-keeping within electronic system.
- Maintained customer satisfaction rate of 98%.
- Provided comprehensive administrative support, including scheduling appointments and coordinating meetings.

## Technical Clerk | National Petroleum Services (NPS Energy)

April 2014 – April 2015 | Dukhan, Qatar

National Petroleum Services (NPS), now part of National Energy Services Reunited ([NESR](#))

- Utilized Microsoft Dynamics NAV 2009 ERP system for administrative and technical tasks, managed Magnetic Particle Inspection (MPI) and Non-Destructive Testing (NDT) certificates, and ensured manuals of tools and equipment were up-to-date.
- Coordinated container preparation for onshore and offshore projects with major clients, including MAERSK, Dolphin Energy, Oxy, Qatar Petroleum, Shell, Total, Wintershell, and Qatar Gas.
- Handled time sheets, bonus sheets, and documents for the Coiled Tubing (CT) Department, supporting approximately 100 employees.
- Collaborated with a diverse workforce of over 600 employees across Qatar, representing more than 50 nationalities.
- Achieved a 95% project performance rate, 98% client satisfaction rate, and maintained 100% employee safety through efficient equipment inventory management, maintenance record-keeping, and comprehensive Pre-Job Reports.

## TRAINING EXPERIENCE

### Trainee Network Engineer | Net Assist International (Pvt) Ltd.

September 2010 – September 2011 | Colombo, Sri Lanka

Successfully balanced studies with practical training at Net Assist International's virtual labs, gaining hands-on experience while pursuing coursework in the field of Network Engineering.

Training Method: Virtual LABs

Training Modules:

- Operating Systems: (Windows XP, Vista, and Windows 7)
- Windows Server Administration: (Windows Server 2003, 2005, and 2008)
- Network Infrastructure: (CISCO Switches: Catalyst 2950/ 5000 series)

## ENTREPRENEURIAL & FREELANCE EXPERIENCE

### Herbal Medicine Business ([Ayurveda Hub](#))

- Founded and managed an herbal medical shop, providing herbal remedies and wellness products to customers.
- Handled inventory management, sales, and customer service to ensure a positive experience for customers.

### Poultry Farming

- Established and operated a small-scale poultry farm during career break, overseeing daily operations and managing livestock health.
- Implemented business strategies to optimize productivity and profitability.

### Freelance Computer Repair

- Provided computer repair services from home during career break, troubleshooting hardware and software issues for clients.
- Managed client communications, scheduling, and invoicing independently.

## Additional Experience

### Assisting Friends and Relatives' Shop

- Provided support in various capacities for friends and relatives' businesses during **holidays** and the **COVID-19** period.
- Responsibilities included customer service, inventory management, and administrative tasks as needed.

## VOLUNTEER AND LEADERSHIP EXPERIENCE

### Old Students Association ([OSAK](#))

- Member (2015 – Present)
- Media Coordinator (2018 – 2022)
  - Created and managed social media content for OSAK.
  - Managed media support for events including AGM, facilitating bulk SMS campaigns and organizing Google Sheets to collect data from old students.
  - Designed and implemented the association's logo.
- Event Participation
  - Organized fundraising events such as Cricket Carnivals and Cultural Expedition.

### Al-Falah Welfare Association ([AFWA](#))

- Executive Member (2015 – Present)
  - Created and managed social media accounts, and designed logo for AFWA.