

Uffan Manzoor

Uffanmanzoor786@gmail.com | +353-0899492810 | www.linkedin.com/uffanmanzoor | Address: Dublin, Ireland

SUMMARY

Motivated and results-driven Network and IT Support Engineer with over 3 years of experience in IT service desk support, network operations, and hardware/software troubleshooting. Proven ability to support large-scale infrastructure, maintain service continuity, and implement solutions that drive network scalability and reliability. Experienced with routing protocols (BGP, OSPF), scripting (Python, Shell), and supporting VoIP, EPOS, and enterprise systems across diverse environments. Possess strong analytical skills, a continuous learning mindset, and the right to work in Ireland.

I have right to work in Ireland.

EDUCATION

Masters in cybersecurity , 1st | Dublin Business School | 2024– 2025

- **Modules:** Cybersecurity For Software Development (1st) , Networks And Systems Administration (1st) Organisational And Societal Cybersecurity (1st)
- **Dissertation:** Integrating DID and Zero Trust Models into Bitcoin Fraud Detection Systems: A Machine Learning Approach

B. Tech in Computer science , 1st | KIET , India | 2017 – 2021

- **Modules:** Data Structures & Algorithms, Database Management Systems (DBMS), Computer Networks and Operating Systems

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, Windows Server, macOS, Linux
- **Technologies:** Active Directory, Office 365, Exchange, SCCM, Citrix, VPN
- **Networking:** DNS, DHCP, TCP/IP, VPN, Cisco routing/switching
- **Tools:** ServiceNow, PowerShell, Remote Desktop, SCCM Imaging, Zoom, Slack
- **Other:** Hardware Diagnostics, Printer/POS Support, Patch Management

Entrepreneurial Experience

• **Cryptocurrency Trader & Market Analyst**

Independent | Global (Remote) | 2019 – Present

- Founded and manage a cryptocurrency-focused Telegram channel with an international subscriber base, providing technical and fundamental market analysis.
- Deliver high-accuracy trade signals with a reported **90% success rate**, building a strong reputation for consistent and profitable insights.
- Perform in-depth research and real-time analysis of price action, candlestick patterns, support/resistance levels, news catalysts, and blockchain trends.
- Stay updated with the latest developments in DeFi, NFTs, altcoins, and regulatory changes, helping clients make informed investment decisions.
- Grown the community organically, providing mentorship to new traders and fostering engagement through transparent performance tracking and insights.
-

WORK EXPERIENCE

Software Analyst | HCL Technologies

March 2023 – January 2024

- Resolved user onboarding issues, mailbox setups, and permission errors using Active Directory and Office 365 admin portals, achieving a 98% success rate for first-day readiness.
- Handled ticket escalations and documented support cases in ServiceNow and internal wikis, improving handover accuracy and ticket resolution time by 30%.
- Troubleshooted Windows-based desktop performance, application errors, and file-sharing issues using remote diagnostic tools, resolving 85% of issues at Tier 1 level.
- Liaised with Level 2 teams and vendors for unresolved infrastructure or access cases, reducing escalated backlog by 25%.
- Maintained endpoint backup checks, access logs, and patch schedules as part of SLA reporting, ensuring full compliance in monthly audits.

IT support engineer | Capgemini Technologies

September 2021 – March 2023

- Delivered first-line remote support for 150+ sites across Ireland and UK troubleshooting network, system, and POS issues, resolving 90% of tickets without escalation.
- Documented known issues and fixes in internal documentation platforms to assist with shift transitions and team learning, reducing repeat queries by 35%.
- Managed O365 user credentials, Teams access, and desktop configuration via client-specified support tools, ensuring uptime and productivity during peak hours.
- Supported DNS and DHCP troubleshooting for branch connectivity issues through structured escalation and triage, cutting average resolution time by 40%.
- Acted proactively by identifying recurring access and device issues and raising process improvement suggestions, contributing to a 20% drop in ticket volume.

PROJECTS & ACHIEVEMENTS

- Reduced IT ticket backlog by 40% through process optimization and automation.
- Led EPOS upgrade deployment across multiple sites, minimizing business disruption.
- Trained and onboarded new hires, improving readiness and efficiency by 25%.
- Improved compliance verification processes for user access and data protection.
- Contributed to the launch of new retail sites by delivering complete IT setups

CERTIFICATIONS

- **CCNA Intermediate** – Switching, VLANs & Routing, Packt ,Coursera (Issued Apr 2025 – Expires Dec 2035)
- **Network Security**, Cisco Learning and Certifications (Issued Oct 2024 – Expires Jan 2034)
- **Introduction to Cybersecurity Tools & Cyber Attacks**, Coursera (Issued Dec 2023 – Expires Jul 2033)
- **MySQL**, GUVI Geek Networks, IITM Research Park (Issued Apr 2023 – Expires Apr 2033)

- **[Preparing for CompTIA Network+ and CompTIA A+]**

