

# ABDUL MANAF N M

## IT SUPPORT ENGINEER



IT Support Engineer seeking challenging position in a growth-oriented organization and thus contribute effectively by using knowledge, technical expertise and competency.

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/abdulmanafnm

### EDUCATION

B-Tech (Information Technology)  
*Calicut University*  
*Course Completion Certificate*

### SKILLS

- Networking
- Troubleshooting
- Documentation
- Web Designing
- Digital Marketing
- Python Programming
- Language  
• Django framework

### LANGUAGES

- ENGLISH - *Fluent*
- HINDI - *Fluent*
- ARABIC - *Intermediate*
- MALAYALAM - *Native*

### PERSONAL DETAILS

- Nationality : Indian
- Marital Status : Married
- Immediately Available

### EXPERIENCE

**SALALAH GARDENS HOTEL** (*Managed by Safir International*)  
*Salalah, Oman*

**Electronic Instrument Supervisor (IT) : 2015 - 2018**

- Providing day-to-day support for all internal IT systems and users as well as attending guest related issues.
- Communicate with hotel Business Center to respond to any Guest related IT requirements.
- Reporting directly to the IT Manager about the status of issues and notify of any issues that need further attention.
- Proper documentation of networks and changes made in the network.
- Maintain user access control and user ID authentications.
- Carry out periodic maintenance and repairs of PC's, printers, IP Telephone system, Surveillance system, Card lock systems etc.

**RASTECH IT SOLUTIONS**

*Dubai, United Arab Emirates*

**IT Support Engineer : 2020 - 2022**

- Primary contact for clients to get IT support regarding Hardware and Software.
- Configuring network devices and routers.
- Troubleshoot networks connectivity issues.
- Maintain detailed logs and reports of services performed.
- Access control, OS installation and OS Image backup & restoration, Periodic software updating.