

Akshay Mohanan

IT SUPPORT SPECIALIST

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Objective

Detail-oriented IT Support Specialist with 7+ years of experience providing technical support and troubleshooting across hardware, software, and network systems. Adept at resolving technical issues, improving system uptime, and delivering excellent customer service in fast-paced environments and hold a valid UAE driving license.

Experience

GTS BLC, Dubai | IT Support Specialist | Client: Aster Pharmacy, UAE **May 2024 – Present**

- Provide day-to-day technical support to 300+ end users, achieving a 97% satisfaction rate.
- Troubleshoot hardware, software, and printer issues, both onsite and remotely.
- Manage user accounts and permissions using Active Directory.
- Configured laptops and desktops for new hires, including imaging and software setup.
- Supported VPN, MFA, and email troubleshooting for remote staff.
- Monitor and maintain network infrastructure, including switches and routers.
- Escalated critical issues to senior teams and followed up to ensure resolution.
- Installed, configured, and supported desktops, laptops, and firewalls.
- Maintained asset inventory for IT equipment and performed regular audits.

Najmt Arizona LLC, Dubai | IT Support Technician **Jan 2018 – Feb 2024**

- Provide technical support to end-users via phone, email, and in-person.
- Diagnose and resolve hardware and software issues related to desktops, laptops, printers.
- Install, configure, troubleshoot, and maintain operating systems and software applications.
- Collaborate with other IT teams to escalate and resolve complex issues.
- Service schedule coordination.
- Monitor and maintain network infrastructure, including switches and routers.
- Conduct regular backups and disaster recovery testing.
- Train new employees on IT policies and procedures.
- Maintain inventory of hardware and software assets and order new equipment as needed.

Hi-Tech Outsourcing Services, Kochi, India | Technical Support **May 2016 – Dec 2017**

- Researched, recommended, and implemented network enhancements that improved system reliability and performance.
- Evaluated and reconfigured company's Unix/Linux setup to engineer a robust, scalable solution.
- Corrected server configuration problems, wrote scripts to ensure smooth server/reboot functioning, and assisted with a variety of Linux-based inquiries and concerns.

Education

MG University, College of Applied Science | Kerala, India

2013

Bachelor's degree in Computer Science

Skills & abilities

- Technical Support
- Problem solving and Critical thinking
- Effective Communication
- Active Directory & Group Policy
- Windows Server
- Microsoft 365
- Network Troubleshooting
- (TCP/IP, DNS, DHCP)
- Windows / macOS
- Remote Desktop Tools: Manage Engine
- VPN and Endpoint Security.