

SHOAIB AHMED

IT SUPPORT ENGINEER

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Introduction & Summary

Experienced IT Support Engineer with over 2 years of hands-on experience in providing technical support, system and network troubleshooting. Skilled in installing, configuring, and maintaining hardware and software system, with expertise windows OS, Active Directory, Microsoft office 365, and remote desktop tools. Strong knowledge of LAN/WAN networks, DNS, DHCP, and TCP/IP protocols. Proven ability to resolve technical issues efficiently, support end-users, and ensure system uptime. Certified in CBT with a Associate Engineering in IT. Passionate about delivering effective IT solutions and committed to continuous learning and professional growth.

Working Experience

➤ **Position: IT Support -Secure Parking Company (Freelance) Jan 2025 – Present**

• **Key Responsibilities**

- Provide first-level support for desktop, laptop, and peripheral issues.
- Diagnose and resolve hardware, software, and network issues.
- Mange user accounts and using Active Directory.
- Maintain IT document and ensure inventory control.

➤ **Position: IT Support Engineer-SCC Company GL Events (UN COP 16 Freelance) Nov 2024 – DEC 2024**

• **Key Responsibilities**

- Configured temporary IT Infrastructure and ensured continuous connectivity.
- Managed IT Support for event staff and participants.
- Handled troubleshooting and real-time support during conference.
- Supported Microsoft account and login process.

➤ **Position: IT Support – Makro-Habib Warehouse | May 2021 – Sep 2023**

• **Key Responsibilities**

- Installed, maintained and repaired hardware and software system.
- Provided on-site support for user issues and conducted maintenance.
- Assigned in managing network devices and System performance.
- Monitored and supported basic routing and switching.

Technical Skills

- ❖ Hardware & software troubleshooting, system upgrades, installation, and Active Directory.
- ❖ LAN/WAN, DNS, DHCP, TCP/IP, basic routing and switching.
- ❖ MS Office, Outlook, Active Directory, Remote Desktop tools.
- ❖ Setup, configuration, and troubleshooting of printers, scanners etc.
- ❖ Basic Knowledge of Virtual Machine and Virtual box.
- ❖ Understanding of Ethernet Cabling, switches and routers.
- ❖ Antivirus deployment, patch management and Monitoring.
- ❖ Documentation, ticketing systems and user training.

By fulfilling these responsibilities, as an IT Support Engineer ensured the smooth operation of Organization activities, enhanced efficiency, and maintained compliance with company standards.

Educational Qualification

- **DAE (Diploma of Associate Engineering in IT).**
Govt College of Technology Azad Kashmir Pakistan – Passing Year - 2021
- **Matriculation**
Board of Intermediate and Secondary Education Mirpur – Passing Year - 2018

Training Certifications

Google IT Support, MS Word, MS Excel, Outlook, Power Point, AutoCAD

Personal Detail

- **Languages:** English, Arabic & Urdu
- **Iqama:** Valid till 4-May-2025, Transferable
- **Date of birth:** 29th Nov2001
- **Marital Status:** Single
- **Religion:** Islam
- **Nationality:** Pakistani

Availability

- I am immediately available to join your esteemed organization, if you please give me an opportunity.