

# MOHAMED HAZEEM

## IT SUPPORT/ ADMIN ASSISTANT

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### SUMMARY

Detail-oriented administrative professional with 4+ years of combined experience in IT support and administrative assistance. Skilled in document management, scheduling, and handling confidential information. Seeking a position where I can support the Assistant Manager and division staff through efficient secretarial services.

### TECHNICAL SKILLS

- Document Management & Reporting: Skilled in managing business documentation, preparing reports, and organizing data in accordance with administrative standards.
- IT Support & Troubleshooting: Experience resolving hardware, software, and network issues; providing support through helpdesk systems.
- Confidential Information Handling: Proficient in managing and safeguarding sensitive business information.
- Office Productivity Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) for daily administrative tasks, reporting, and communication.
- Operating Systems: Windows, Mac OS.
- Communication & Scheduling Tools: Outlook for scheduling, coordinating meetings, and communication.

### PROFESSIONAL EXPERIENCE

#### IT Support Technician

##### Intelligent Project (IProtekQatar)

February 2024 – Present

- Provided first-level technical support for hardware, software, and network-related issues through phone, email, and helpdesk platforms.
- Installed, configured, and maintained operating systems, applications, and security updates across user systems.
- Conducted routine system checks, backups, and updates to ensure network and data reliability.
- Created and maintained user guides and documentation for troubleshooting and onboarding.
- Trained staff on IT usage policies, cybersecurity awareness, and safe system practices.
- Managed and monitored helpdesk tickets, ensuring timely issue resolution and minimal downtime.
- Collaborated with IT teams for escalations, system improvements, and project implementations.

#### Software Developer (Intern) - Remote

##### ILT Software - Maruthamunai

June 2022 – May 2023

- Assisted in documentation of development processes, test results, and system bugs to support internal reporting and collaboration.
- Coordinated with the development team to track project progress, report issues, and manage feature updates.
- Maintained organized records of test cases, reports, and technical documentation.
- Participated in regular virtual meetings, providing updates and summaries to team leads.
- Used version control tools (Git, GitHub) to manage updates and support clear communication between team members.
- Developed Java-based applications, focusing on user interface and functionality, strengthening attention to detail and software structure.

## Computer Assistant

Medilife Hospital and Laboratory Service

March 2017 – April 2019

- Set up, configured, and maintained computer systems, including software installations and updates.
- Entered and managed data accurately in various applications and databases.
- Organized and maintained digital files and records in line with company policies.
- Prepared routine office correspondence and supported scheduling and reporting tasks.
- Maintained confidentiality of sensitive patient and organizational data.
- Assisted staff with using office software and provided general technical support.
- Monitored and replenished office supplies; coordinated with external vendors as needed.

## EDUCATION

### Higher National Diploma in Information Technology

Sri Lanka Institute of Advanced Technological Education (SLIATE)

Final GPA: 3.64

### G.C.E. (A/L) Examination - 2018

#### Engineering Technology

Index No: 3845974

ENGINEERING TECHNOLOGY	: S
SCIENCE FOR TECHNOLOGY	: C
ICT	: C
COMMON GENERAL TEST	: 055

## LANGUAGES

- English (Fluent)
- Tamil (Fluent)
- Sinhala (Conversational)

I hereby declare that the above particulars facts and information stated are correct to the best of my belief and knowledge.

**NM. HAZEEM**