Mohammed Ali

Dubai, UAE

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Education

American University of Sharjah

Bachelor of Science in Computer Engineering

Sep 2017 – Jun 2021 | Sharjah, UAE

GPA: 3.7/4.0

Activities: IEEE Student Branch Chair, Robotics Club

Work Experience

IT Support Engineer | Emirates NBD | Jul 2021 - Present | Dubai, UAE

- Provided Tier 1/2 technical support to internal users for hardware, software, and network issues.
- Managed user accounts and permissions using Active Directory and Azure AD.
- Installed, configured, and maintained workstations, printers, and other peripherals.
- Documented support activities and created knowledge base articles.

Skills

Operating Systems: Windows 10/11, Windows Server (2016/2019), macOS, Basic Linux

Hardware: PC/Laptop troubleshooting, Printers, Network Devices (Switches, Routers basics)

Software: Microsoft 365 Suite, Active Directory, Azure AD, Service Desk Software (e.g., ServiceNow, Jira Service Management), Antivirus Software

Networking: TCP/IP, DNS, DHCP, VPN Client Configuration

Other Skills: Technical Support, Troubleshooting, Customer Service, Documentation, ITIL Foundations (Awareness)

Certificates

CompTIA A+

Microsoft 365 Certified: Fundamentals

Awards

Employee of the Month – Emirates NBD IT Department (Oct 2023)