

Ahmed Imtiaz

IT ENGINEER

ABOUT

I have 3+ years of experience ensuring tech peace of mind for businesses. Specializes in technical system support and have a proven track record of providing technical support in a fast-paced environments. Possessing professional training & certifications from CISCO and Microsoft. If you're looking for a support partner who brings a positive attitude and genuinely interested in helping users succeed, I'd love to connect.

EXPERIENCE

IT ENGINEER

Cubexix Technologies - Dubai, UAE

Nov 2023 – Present

- Providing technical support to all the users across the business.
- Support Office 365 applications, including Outlook, SharePoint, Teams, and other associated services.
- Actively engaged with vendors for IT equipment quotations and resolve technical issues promptly, ensuring seamless operation of IT systems.
- Managing users, groups, and computers using Active Directory & deal with password/login issue
- Managing, locking & securing end user devices using SOTI MobiControl
- Installation & configuration of software applications on windows, chrome books, Tablets etc.
- Responding and resolving the support requests and service tickets in a timely manner
- Troubleshooting computer hardware, software, systems, printers and scanners
- Providing support for wireless meeting rooms such as Barco Click Share

TECHNICAL SUPPORT ENGINEER

Prima Systems - Pakistan

Feb 2023 – Sep 2023

- Provided technical support to the employees of a US based healthcare organization via phone, email, and remotely using remote support tools.



CONTACT

writetoahmedimtiaz@gmail.com

0547 690166

[www.linkedin.com/in/ahmed-
imtiaz](https://www.linkedin.com/in/ahmed-imtiaz)

Dubai, UAE

CERTIFICATIONS

- Cisco Certified Network Associate (**CCNA**)
 - Microsoft Certified: Azure Fundamentals (**AZ-900**)
 - Microsoft Certified Solutions Associate (**MCSA**) Training
-

SKILLS

- Hardware and software troubleshooting
 - OS installation and configuration (e.g., Windows, macOS)
 - AD administration
 - Peripheral device support (printers, scanners, etc.)
 - Office 365 Support
 - Mobile device management
 - Knowledge base creation and maintenance
-

EDUCATION

Lahore Leads University , 2018

BS Software Engineering

- Provided technical support and guidance to end-users, resolving network and software issues.
- Guiding end users on software functionalities and provided technical support.
- Installation & configuration of software applications on windows, chrome books, Tablets etc.
- Assisted in managing AD, Email accounts & deal with password/login issues
- Collaborated with cross-functional teams to escalate and resolve complex technical issues.
- Use Service Now for ticket management (Assign, follow up, resolution & close).
- Documented and maintained detailed records of customer interactions, including solutions and resolutions.

NETWORK & SYSTEM ENGINEER

FutureNow Technologies

Jan 2022 – Jan 2023

- Providing technical support to all the users' across the business.
- Managed and maintained network infrastructure, including routers, switches, firewalls, and servers, to ensure high availability.
- Troubleshoot and resolved network issues, performing root cause analysis and implementing proactive measures to prevent future incidents.
- Continuous network & infrastructure monitoring using Solar Winds and PRTG
- Use Service Now for ticket management (Assign, follow up, resolution & close).
- Provided technical support and guidance to end-users, resolving hardware and software issues.
- Managing users, groups, and computers using Active Directory and Exchange Management Console
- Support Office 365 applications, including Outlook, SharePoint, Teams, and other associated services.
- Configuration & maintenance of CISCO IP phones, CCTV, IP cameras

SYSTEMS SUPPORT ENGINEER

Dunya News - Pakistan

Apr 2021 – Dec 2021

- Provided technical support and troubleshooting for software and hardware issues to minimize downtime.
- Installing and configuring computer hardware, software, systems, printers and scanners
- Assisted in managing AD, Email accounts & deal with password/login issues
- Responding and resolving the support requests and service tickets in a timely manner
- Assisted in troubleshooting network connectivity and hardware/software issues.