IMRAN BASHA CHETPET

IT & Administrative Support Professional

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PROFESSIONAL SUMMARY

Proactive and skilled IT Support Specialist with over 5 years of hands-on experience in technical support, networking, Linux server management, and e-commerce platform administration. Proven ability to manage IT infrastructure, Office 365, CCTV (DVR/NVR), ticketing systems, cloud servers (AWS), and CMS platforms (WordPress, OpenCart, Zid, Salla). Adept at resolving complex technical issues, managing user support, and optimizing systems for maximum uptime and performance. Seeking to contribute to a dynamic organization in a Senior IT Support role

CORE SKILLS & COMPETENCIES

- Technical Support: Hardware/software, LAN/WAN, printers, biometric systems
- Operating Systems: Windows, macOS, Linux (Ubuntu), Windows Server
- Email Platforms: Outlook, Zoho Mail, G Suite (Google Workspace)
- Cloud & Hosting: AWS Lightsail, HestiaCP, cPanel, WordPress, OpenCart
- Office 365: Admin Center, Teams, SharePoint, OneDrive, Outlook
- CCTV Systems: DVR/NVR installation, maintenance, remote access
- E-commerce Platforms: Zid, Salla – store setup, inventory, integration, SEO
- ERP Systems: Zoho, FOCUS, SAP
- Ticketing Systems: For issue tracking and resolution
- Web & Scripting: HTML, CSS, Basic JavaScript
- Languages: English (Fluent), Arabic (Basic – reading & UI handling)

PROFESSIONAL EXPERIENCE

SAMAPHARMA – Riyadh, KSA
Technical & Website Specialist
Sep 2019 – Present

- Provided IT support to 50+ users, troubleshooting hardware, software, and network issues
- Managed Office 365: migration, account setup, Teams, SharePoint
- Administered Linux servers (Ubuntu, HestiaCP) and AWS Lightsail instances
- Installed/maintained DVR/NVR CCTV systems with remote access
- Managed WordPress & OpenCart websites: plugin updates, backups, optimizations
- Oversaw Zid and Salla e-commerce platforms: product uploads, API integration, SEO

- Conducted security audits; configured firewalls and monitored logs for threats
- Implemented internal IT ticketing system and technical documentation
- Handled domain/email DNS (MX, SPF, DKIM) and SSL certificates

KONE ELEVATOR (ITEC) – Chennai, India
Helpdesk Support Technician
Dec 2017 – Jul 2019

- Installed/maintained desktops, printers, and network hardware
- Provided L1/L2 support to 100+ employees via phone/email/in-person
- Managed Active Directory: user accounts, password resets, access control
- Tracked and resolved incidents promptly to minimize downtime
- Maintained IT inventory and documented hardware/software assets
- Set up new user environments: email, intranet, VPN
- Performed preventive maintenance across IT infrastructure

EDUCATION

- B.E. – Electronics & Communication Engineering
  Aalim Mohammed Salegh College of Engineering, Anna University – Chennai, 2015
- Diploma – Electronics & Communication Engineering
  K.A.R Polytechnic College – Ambur, 2012
- SSLC (10th Standard)
  Islamiah Boys Higher Secondary School – Vaniyambadi, 2009

ADDITIONAL INFORMATION

- Iqama Status: Transferable
- Availability: Immediate
- Nationality: Indian
- Driving License: Valid Saudi License

Thank you for considering my application. I look forward to contributing my skills and experience to the success of your organization.