

# PRADEEP SHAH

## IT Support Engineer | Immediate Joiner

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🌐 <https://www.pradeepshah.com.np> 📍 Dubai, UAE



## EXPERIENCE

### IT Support Engineer

#### Cabtm Nepal Pvt. Ltd

📅 05/2023 - 02/2025 📍 Kathmandu, Nepal

- Provided first-line technical support for hardware, software, and network-related issues via email, phone, and in-person
- Installed, configured, and maintained computers, printers, scanners, and business software
- Monitored and troubleshoot LAN, WAN, Wi-Fi, and VPN connectivity issues to ensure smooth operations
- Set up and managed user accounts, permissions, and passwords in compliance with security policies
- Conducted system backups, software updates, and ensured antivirus protection was active
- Tracked IT inventory, managed software licenses, and coordinated hardware repairs
- Implemented IT security policies and ensured compliance with data protection regulations
- Worked with front-end web technologies (HTML, CSS, JavaScript, React.js) to maintain and troubleshoot website interfaces.

### IT Support

#### Infiniti Industries

📅 03/2021 - 04/2023 📍 Birgañj, Nepal

- Installed, configured, and maintained computer hardware, and networking systems across office and construction sites.
- Provided software support including troubleshooting, upgrades, license management, and ERP/project management tools.
- Implemented data backup, recovery.
- Monitored and optimized network performance, ensuring reliable connectivity for daily operations.
- Configured routers and access points to set up and maintain reliable internet connectivity.
- Delivered technical support and training to staff while coordinating with vendors for IT procurement and maintenance.

### IT Support (Intern)

#### Apex Pipe Industries

📅 08/2020 - 02/2021

- Assisted in troubleshooting hardware, software, and network issues.
- Helped with installing and configuring computers, printers, and applications.
- Supported user account setup, password management, and access control.
- Monitored IT systems, performed backups, and ensured security updates.

## EDUCATION

### Bachelor of Technology (B.Tech) in Computer Science and Engineering

#### Kurukshetra University

📍 India

## SUMMARY

IT Support Engineer skilled in troubleshooting hardware, software, and network issues, with experience in system installation, user support, and IT security to ensure smooth business operations. Seeking entry-level IT Security / SOC Analyst roles in Dubai.

## SKILLS

Microsoft 365, Active Directory, Microsoft Exchange, Troubleshooting, Hardware Installation, Peripheral Maintenance, Technical Support, IT Ticket Management, Operating System, Software Installation, Antivirus, Outlook & Email, ITIL OneDrive, Networking, File Sharing, Local Security Policy, WiFi Access Points, Firewall, Printer, Scanner, Virtualization, Cloud Services, Backup & Recovery, PowerShell, Soft Skills

## CERTIFICATIONS

### One million prompters

[Dubai Future Foundation](#)

### Cyber Job Simulation

[Cyber Job Simulation](#)

### Introduction to Cybersecurity

[Cisco](#)

### ITIL® Foundation 4 First Look

[Linkedin](#)

### Microsoft 365: Administration

[Linkedin](#)

### Troubleshooting Common PC Issues for Users

[Linkedin](#)

### MERN Stack

[Broadway Infosys](#)