

PRADEEP SHAH

IT Support Engineer | Immediate Joiner

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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 troubleshooted 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](#)