Mohamed Ashar

IT Support Engineer | System Administrator | Network Engineer

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Professional Summary

Results-driven IT professional with over 3+ years of experience in IT Support, System Administration, and Network Engineering. Expert in troubleshooting complex network operations, firewall configurations, and server administration within UAE-based environments. Proven track record of reducing system downtime by implementing proactive maintenance and providing high-tier technical support for corporate and retail infrastructures.

Professional Experience

03/2025 – Present
Sharjah,UAE

Gulf Cars Auction LLC
IT Support Engineer
- Design, install, and maintain high-performance hardware and networking systems to ensure 99.9% operational uptime.
- Manage IT asset inventory and software licensing for the entire organization, ensuring 100% compliance.
- Execute regular system updates and automated data backup protocols to protect critical business data.
- Provide rapid-response technical support, resolving an average of 15+ complex IT issues daily.
- Lead the installation and configuration of CCTV security systems and enterprise-grade Wi-Fi/LAN/WAN networks.
- Directly manage data center physical infrastructure, including CAT5/CAT6 cabling and LC-LC Fiber connections.

07/2024 – 08/2024
Tamil Nadu ,India

Team Computers Pvt. Ltd.
End User Engineer
- Provisioned and optimized 50+ laptop and desktop systems to achieve peak hardware efficiency.
- Delivered expert remote support using VNC, RDP, and SCCM, reducing the need for on-site visits by 40%.
- Administered critical security patching and software deployments to maintain a secure user environment.
- Monitored server health and provided dedicated desktop support for the NOK store environment.

02/2024 – 06/2024
Tamil Nadu,India

Ideas 4 Transformation
IT Executive
- Maintained mission-critical Store/POS application systems to ensure uninterrupted retail operations.
- Performed junior-level firewall setup and configuration to enhance network security perimeters.
- Managed the lifecycle of IT assets and inventory using automated tracking tools.
- Reduced issue resolution time by coordinating effectively with third-party service providers.
- Provided cross-platform support for Windows OS, Ubuntu, and Windows Server 2012/2016.

01/2021 – 07/2023
Tamil Nadu, India

Systech Hardware and Networking Academy Pvt. Ltd.
System Administrator – L1 Support
- Configured and deployed enterprise servers, storage devices, and data center hardware.

- Automated user account management and workstation setup protocols for new employees.
- Monitored system performance metrics to identify and resolve bottlenecks before they impacted users.
- Produced detailed maintenance reports and documentation for all network equipment and repairs.

Education

2017 – 2020
Tamil Nadu,India

B.Com (Computer Applications)
Bharathidasan University, Tiruchirappalli
CGPA: 6.2

Technical Skills

Networking:
Cisco Routing & Switching, Fortinet Firewall Configuration, Network Operations.

System:
Windows Server Installation & Configuration (2012, 2016), Active Directory, Office 365.

Infrastructure:
Server & Switch Installation, Fiber Splicing, CCTV Systems, Data Center Cabling (CAT5/6).

Operating Systems:
Windows 7/8/10/11, Kali Linux, Ubuntu.

Languages

English   ● ● ● ● ○   Tamil   ● ● ● ● ●

Certifications

Hardware & Networking
Systech

Windows Server
Systech

CCNA & CCNP
Systech

Amazon Web Services (AWS)
Systech

Ethical Hacking & Cyber Security
Systech

Personal Skills

- Teamwork
- Problem Solving
- Self-Motivated

Software & Operating Systems

Operating Systems
- Windows 7, 8, 10, 11
- Windows Server 2012 & 2016
- Kali Linux and Ubuntu

Office Tools
- Microsoft Office 365
- WPS Office

Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.