# Mozahidul Islam

IT Engineer | Fuel System Management | System Support Specialist

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| Riyadh, Saudi Arabia |

## Summary

IT Engineer with 2+ years of experience in support services, currently employed at **Reben Petroleum, KSA**. Skilled in fuel management systems, IT automation, networking, and technical support. Proficient in remote troubleshooting (LogMeIn, AnyDesk,), POS systems, and infrastructure maintenance. A self-motivated, adaptive team player seeking to leverage my skills in a dynamic IT role within Saudi Arabia.

## Experience

### IT Executive                                                        07/2024 – Present

#### Masaken Al-Majdal Petroleum Services (REBEN) – Riyadh

- Managing IT operations across 65+ fuel stations, including hardware, software, and automation systems.
- Provide technical support for Fuel Management Systems (FMS).
- Configured and maintained CCTV and security systems.
- Installation and manage networks, POS Devices, operating systems.
- Coordinated with vendors (ALITCO, GVR, Fusion) for troubleshooting and issue resolution.
- Managing IoT devices, digital signage, invoicing machines, printers, and scanners.
- Familiar with FortiGate firewall and Server 2019.
- Conduct quarterly station inspections and managed Civil Defense Equipment.
- Provide remote support through various communication channels, ensuring minimal downtime
- Trained station staff and maintained IT asset inventory.
- Generate QC reports and maintained technical documentation.
- Provide comprehensive technical support to employees, resolving hardware, software and connectivity issues efficiently.

### Desktop Support Engineer Tech Mahindra – Noida          08/2023 – 07/2024

- PC Assembling Disassembling & Printer - Scanner Setup
- Windows 7-11 Installation & Troubleshooting
- IP Configuration (IPv4 - TCP/IP), DHCP, DNS, LAN/Wi-Fi Troubleshooting
- Provided technical support for Windows OS, hardware, and approved software.
- Managed patches and performed remote troubleshooting using LogMeIn
- Handled Citrix Virtual Apps support, including profile management and login issues.
- Monitored system health and performed scheduled maintenance.
- Managed user accounts, VPNs, backups & IP Phones.
- BIOS/UEFI Configuration & Firmware Update
- Manage Ticketing system on ServiceNow also Incident Response & Escalation Handling.
- Documentation & Reporting (SOPs, technical reports).

## Education

- Master Diploma in Cloud Computing, Jetking, New Delhi        **Mar – Sep 2022**
- B.Tech, Sri Satya Sai University of Technology and Medical, Bhopal   **05/2019 –04/2023**

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## SKILLS

**IT Support & Tools:**
Cabling, Patching - Replace RAM, HDD/SSD & Peripherals- LogMeIn, Any Desk, TeamViewer - Citrix Virtual Apps Support, Profile Management & User Connectivity Issues

**Devices:**
Printer/Scanner Setup, POS Device Configuration

**Operating Systems:**
Windows 7–11, Windows Server 2016/2019/2022, Dual Booting, Disk Partition, Users & Groups Quotas Management

**Networking:**
CCNA, Routing Protocols (RIP, OSPF, BGP), VLAN, NAT, DHCP & DNS Configuration, VPN Configuration (Site-to-Site / IP Sec), FortiGate Firewall (Basic)

**System Administration:**
Active Directory & OU Management, Group Policy & Domain Join, Server Backup & Restore, Windows Deployment Services (WDS), Remote Desktop Services (RDS), Password Reset & Login Issue Resolution

**Email & Communication:**
Office 365, MS Outlook, Configuration of Mail & IP Phone

**Asset & Ticketing Systems:**
ServiceNow Ticketing System, SLA & Asset Management

**Cloud Platforms:**
AWS (EC2, IAM, VPC), Synology & Cloud Storage

**Soft Skills:**
Team Collaboration, Problem Solving, Technical Training & Support

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## LANGUAGE

**Arabic**

**English**

**Hindi /Urdu**