



# ABDUL KHALEEL

*IT/Computer Engineer*

**MCSE, Bachelor of Computer application BCA**

**00971562366436**

**Khaleel\_00711@hotmail.com**

## EDUCATION

- Bachelor of Computer Application in -2005 (Attested by UAE government)
- Intermediate from MPC from board intermediate - 2001
- SSC – from board of Secondary - 1999

## PROFESSIONAL EXPERIENCE SUMMARY

### Professional Summary:-

My ideal job gives me the opportunity to exhibit and enhance all my skills to the benefits of my organization as well motivating, encouraging and rewarding my success at all times, I have more than 10 years of experience in IT field as desktop support engineer, Seeking a high degree of professional environment suitable for growth prospects reference upon

### Technical Qualification: -

1. Microsoft office 365 administration from Udemey.
2. Windows 10 for IT Professionals  
Installing, Configuring, Supporting & Troubleshooting from Modern Management Training Center
3. Diploma in MCTIP from Sunnet Institute.
4. Installation and configure Windows Server 2012 from Global Knowledge.
5. Microsoft Certified System Engineer-MCSE
6. Diploma in Electronics & Hardware  
Engineering CMTES Career Education.
7. Diploma in Networking MS Exchange, Cisco Routers Training [CCNA], Zoom Technologies
8. Implementing Cisco IP Routing (642-902).
9. Cisco Certified Network Associate (CCNA) (ID#403424169352BKVM)

**Working as IT Support Engineer for VaporVM, (JLT UAE). from 17 March 2022.**

**About VaporVm:- VaporVM is a rapid growth global technology company that helps enterprises reimagine their businesses for the digital age. VaporVM also provide outsource for technical IT support.**

### Roles & Responsibilities: -

- Attending calls from users for problems and provide solution.
- Creating ticket in Manage Engine service desk plus and closing the tickets. Checking and closing the pending ticket.
- Solve the problems through configuration manager remote control and windows remote assistance.
- Usb and network (Wired and Wireless) printer installation.
- Installation of MS office 2016 and 365 and their activation.
- Microsoft Outlook 365 and 2016 configuration and troubleshoot.
- Changing the users password in domain and active directory
- Unlocking the user account in active directory.
- Complete setup for the new users.
- Trouble shoot outlook enterprise vault and office add ins.
- VDI installation and uninstallation.
- Installation and troubleshoot of company portal.
- Formatting the computer and installing the windows 10 and 11 with drivers and update the bios.
- Cloning of hard disk from hard disk, Making windows 10 image and windows 10 installation from image.
- Installation of all required software like winzip, 7 zip, Autocad 2020 installation and their activation (online or offline).
- Transfer of data through network or hard disk to hard disk.
- Installation of Citrix for remote connections.
- Mapping of shared folder.

Complete desktop support for the users. Complete understanding for switches, routers, IP addresses, subnetting and TCP IP.

**Worked as “IT officer” from past 7 years at  
Al Wataniand for Industries -20<sup>th</sup> Jan 2013 – 20<sup>th</sup> Jan  
2020 Riyadh-KSA**

**Roles & Responsibilities: -**

- Installation of windows XP, Windows 7, 8, and 10.
- Installation of Antivirus, MS office 2007, 2010, 2016 and all other required software.
- Installation of all printers like network printers, All in one, and all scanner.
- Configuration of wireless access point according to the Requirement.
- Installation of licensed software and their activation (offline or online)
- If a new employee joins, I need to add biometric in the attendance machine.
- Maintain daily logbook of the instances of all IT problems and send report to the Head office weekly.
- Configure complete user profile including email setup all required software on desktop and laptops following company policy.
- Trouble shooting all windows, network issues (wired and wireless) and email problem on user's laptop and desktop.
- Sharing of folders and printers between users.
- Contacting ISP for any internet issues.
- Monitoring daily back up of the users and servers.
- Attending the warehouses for any IT problem.
- Extracting video clips from NVR and IP camera, if needed.
- Setting up laptop and projector for the users before meeting.
- Providing complete user IT support following company protocols and rules.
- Escalating the issues if required.

**Worked as “Desktop support Engineer” from past  
3years at WEB COMPUTERS -21<sup>st</sup> May ‘2008 – 08<sup>th</sup>  
July-2011-Dubai-UAE**

**Roles & Responsibilities: -**

- Basic switch and router configuration
- Configuration, sharing and troubleshooting of internet using all kinds( Linksys, Dlink, etc) of Broadband and ADSL routers
- Co-coordinating with ISP's for WAN related issues.
- Configuration of wireless network on Wireless access point and client computers.
- Installation of servers (2000, 2003 & 2008), Windows 7, Vista and XP.
- Creating workgroup or domain, to share folders and give them security according to the user's requirements.
- Creating users & organizations, and implementing Group

- policies
- Maintenance and Troubleshooting PC hardware, Printers, Scanners, Modems and other
- Configuration of email settings (backup and restoring of data files) of Windows Mail, Outlook Express and Microsoft Outlook (XP, 2003, 2007 & 2010).
- Installation and configuration of all kinds of print servers (including wireless print server)
- Configuration of remote connection on Microsoft XP, Vista, 7, server 2003 and 2008.

**Worked as “Hardware Engineer” from past 2 years at J.A.K Computer Services -05<sup>th</sup> July ‘2011 – 08<sup>th</sup> Jan-2013-Hyd-India**

**Roles & Responsibilities: -**

- Formatting and installation of all Windows operating systems.
- All computer problems troubleshoot.
- Drivers and necessary software installation.
- Wireless and wired network configuration.

**Personal Profile:-**

- Date of Birth: 22<sup>nd</sup> April 1983
- Languages Known: English (Fluent), Hindi (Fluent), Urdu (Fluent) and Arabic (Workable).
- Nationality: Indian
- Marital Status: Married |
- Dependents: 4
- Working Experience: 12yrs.
- Present Address: Hamdan, Abudhabi, UAE.
- Mobile No: 00971562366436
- Email id:  
Khaleel\_00711@hotmail.com