MUHAMMED NAFIL

IT Engineer

+971562459280 | nafilmhmmed@gmail.com | www.linkedin.com/in/muhammad-nafil-7a4274254

Summary

IT Professional with 4 years of experience in IT administration, server installation (Windows & Linux), networking, and database management. Skilled in POS system configuration, hardware/software installation, and cloud technologies (AWS). Proficient in SQL and Python with a proven ability to manage IT infrastructure, troubleshoot complex issues, and deliver reliable technical support. Adept at ensuring system efficiency and supporting business operations with strong problem-solving and communication skills.

Skills

- End-user support (Windows, Linux, macOS)
- Server installation & administration (Windows Server 2016, 2019)
- Networking: TCP/IP, DNS, DHCP, VPN, Firewall, CCTV
- Database management (SSMS, SQL)
- Virtualization (Oracle VirtualBox, Hyper-V)
- POS system configuration (Microsoft Dynamics NAV)
- Programming: Python
- Active Directory & Microsoft 365 administration
- Cloud Technologies: AWS (EC2, S3, VPC, RDS, IAM, CloudWatch, Route 53, Lambda)
- IT infrastructure management
- Backup & disaster recovery
- Troubleshooting & vendor coordination

Experience

WESTERN INTERNATIONAL GROUP (Sharjah & Dubai Region)
NESTO HYPERMARKET

IT Engineer | June 2024 – Present
- Configured, installed, and maintained Point of Sale (POS) systems for seamless retail operations.
- Maintained and monitored network infrastructure
- Provided end-user support and remote assistance for hardware, software, and connectivity issues.
- Installed, configured, and upgraded hardware (PCs, printers, peripherals) software .
- Implemented user access controls and password policies to enhance system security.
- Utilized SQL for database management and executed queries for operational data support.
- Organized network racks and managed cabling for efficient connectivity.

- Installed, monitored, and maintained CCTV systems to ensure security coverage and proper functionality.
- Developed and maintained technical documentation, performed system backups

SUTHERLAND GLOBAL PVT LTD, COCHIN, INDIA
IT Engineer DEC 2022 – MAY 2024

- Provided end-user support and remote assistance for hardware and software issues.
- Configured and managed routers and switches; administered TCP/IP settings and IP address allocations.
- Managed user access controls and password configurations to enhance system security.
- Utilized SQL for data management, including executing queries and maintaining databases.
- Installed, configured, and maintained hardware such as PCs, printers, and peripherals; upgraded software applications as needed.
- Regularly inspected and organized network racks for proper equipment placement and efficient connectivity.
- Developed and maintained technical documentation, performed system backups, and implemented network monitoring tools.

Certifications

- CCNA (B SOFT BANGLORE)
- IT SUPPORT ENGINEER (google)
- web development (python Django)

Education

- Bachelor of Information Technology (2018-2022)
  MEA Engineering College,Affiliated to APJ Abdul Kalam Technological University-INDIA

- Higher Secondary in Computer Science (2016-2018)

Additional Information

Date of Birth: 27-06-2000
UAE Driving License-1375299
Nationality: Indian
Visa Status: Employment