

MOHAMMED OMER FAROOKHI.H

IT Support Engineer

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PROFESSIONAL SUMMARY

Highly motivated IT Support Engineer with a strong background in technical support, network troubleshooting, and Windows system administration. Proficient in delivering both remote and onsite IT support, adept at resolving hardware and software issues, and skilled in basic web development. Demonstrated ability to thrive in fast-paced environments, coupled with exceptional customer service skills. Eager to leverage expertise for immediate impact in the UAE.

WORK EXPERIENCE

Jan 2024- dec 2025

IT Support Engineer

Hermes Ship Suppliers

- Administered and maintained Windows OS, MS Office, and end-user systems, ensuring minimal downtime and optimal performance.
- Resolved complex network issues, including TCP/IP, DNS, and DHCP, restoring connectivity and improving network stability.
- Monitored and maintained basic firewall configurations and security protocols to safeguard network integrity.
- Delivered comprehensive remote and onsite IT support, achieving high customer satisfaction through a proactive approach.
- Contributed to website maintenance tasks, utilizing HTML, CSS, and JavaScript to ensure optimal functionality.
- Managed IT procurement and inventory by coordinating effectively with vendors and internal departments.

2022-2023

Customer Support Executive (Voice Process)

ALLSEC Technologies Ltd - Samsung Electronics Project

- Delivered remote technical support to Samsung customers for mobile Next phones and laptops.
- Diagnosed and resolved device malfunctions efficiently via video and voice communication.
- Achieved high first-call resolution rates and consistently high customer satisfaction scores.

INTERNSHIPS

2023

IT Support Intern

IIHT Vadapalini

- Assisted in diagnosing and resolving hardware, software, and fundamental network issues.
- Provided technical support for Windows OS and MS Office installation ensuring smooth system setup.
- Maintained meticulous records of IT service requests and their resolutions.

SKILLS

- Networking Fundamentals: TCP/IP, DNS, DHCP
- Routing & Switching: Cisco Routers & Switches
- System Administration: Installation, Configuration, Monitoring
- Web Technologies: HTML, CSS, JavaScript, React
- Tools & Platforms: Windows OS, Visual Studio Code, GitHub
- Ticketing Systems: (ServiceNow, Freshdesk, etc.)

EDUCATION

2022-2024

MBA in Technology management

Anna University

2018-2021

Bachelor of computer application

The New College

ACCOMPLISHMENTS

Certifications

- CompTIA Network+ - CompTIA
- CCNA (Cisco Certified Network Associate) - Cisco
- Fortinet Certified Fundamentals - Fortinet