

Safal Panta

IT SUPPORT ENGINEER

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Objective

Experienced IT professional with a strong background in technical support, cloud platforms, network troubleshooting, and VoIP protocols. Seeking an IT Support Engineer role to leverage my skills in problem-solving, cloud technologies, and customer service, while utilizing my experience with modern AI tools and office productivity suites.

Skills & Abilities

- **Technical Support:** Proficient in diagnosing and resolving hardware, software, and network issues through CRM systems and direct client support.
- **Cloud Platforms:** Hands-on experience with AWS, Azure, and VMware for cloud deployment and management.
- **VoIP & SIP Protocols:** Expertise in VoIP signaling (SIP) and media transmission; troubleshooting of VoIP systems and network issues.
- **Networking:** In-depth knowledge of IP networking, routing, and firewalls; capable of reading and analyzing log files and network traces.
- **Linux/Unix Systems:** Strong experience managing Linux environments for networking, system security, and server administration.
- **Virtualization:** Proficient with KVM, Docker, and Kubernetes for cloud environments and containerized applications.
- **AI & LLM Tools:** Experience utilizing modern language models such as ChatGPT, Gemini, and Claude for enhancing IT support processes and problem-solving.
- **Office Productivity Suites:** Proficient in Microsoft Office 365 and Google Workspace, including advanced features for collaboration and productivity.
- **Security:** Administered security tools and systems, including CCTV, access control, and data security protocols.

Experience

Transguard Group (Amazon Web Services)

Security Supervisor | August 2021 -- Present | UAE

- Provide technical support and resolve IT infrastructure issues using SIM Ticketing, SharePoint, and Asana.

- Monitor and troubleshoot network and security systems, optimizing performance and ensuring security compliance.
- Compile incident reports and analyze performance using Excel and Tableau for security metrics.
- Utilize AI-powered tools like ChatGPT and Claude to streamline documentation and enhance problem-solving processes.

D&A Computer Training Center

IT Technician | February 2016 -- September 2019 | Nepal

- Managed network infrastructure including routers, servers, and LAN/WAN configurations.
- Performed regular system maintenance and troubleshooting, focusing on Linux systems.
- Automated processes and analyzed network data using Python and SQL to improve operational efficiency.
- Implemented and supported Office 365 and Google Workspace solutions for staff and clients.

Education

University of the People – bachelor's in computer science (2023 – 2026)

Pasadena, CA, United States

Penn Foster High School – High School Diploma (2021 – 2023)

Scranton, PA, United States

Technical Certifications

- Career Essentials in System Administration – Microsoft & LinkedIn
- Zendesk Customer Service Professional Certificate
- Responsive Web Design via freeCodeCamp.org
- Networking Foundations: Networking Basics
- Google IT Support Specialist - Coursera