

NAJEEB ULLAH



Nationality
Pakistan

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Technical Skills

- ✓ Microsoft 365 Suite
- ✓ Microsoft Intune
- ✓ Microsoft Entra ID
- ✓ MDM
- ✓ ITSM
- ✓ JIRA
- ✓ Zendesk
- ✓ Slack
- ✓ Service Now
- ✓ PSASM
- ✓ Azure Active Directory
- ✓ SCCM
- ✓ Windows server 2012 & 2016
- ✓ Imaging and Reimaging
- ✓ DHCP

Education

B.A. International Relations October 2019 – Oct 2024
Rhein-Waal University of Applied Sciences, Kleve, Germany.

B.E Electrical Engineering October 2008 – Sep 2010
Sarhad University of Science & Information Technology, Peshawar, Pakistan.

Pre-Engineering October 2006 – Sep 2008
Brains Post Graduate College, Peshawar, Pakistan

Work Experience

IT SUPPORT TECHNICIAN LEVEL 2

N Consultancy – Frankfurt, Germany
April 2025 – October 2025

- Provided hands-on desktop support to end users including hardware setup, configuration, and troubleshooting.
- Assisted with imaging and deployment of desktops and laptops using corporate standards for Windows and MAC.
- Installed and maintained network devices also provided console access for remote engineers.
- Conducted end-user device testing and troubleshooting during system updates.
- Maintained Strick documentation of hardware installations and updating inventory records.

IT SUPPORT TECHNICIAN L2

Getinge/Tech Mahindra Frankfurt, Germany

May 2025-May2025

- Provided deskside support for end users, managing incidents and requests through ServiceNow in a corporate ITSM environment.
- Configured and installed meeting room setups involving Logitech equipment and Clickshare systems for seamless video conferencing.
- Supported Microsoft Teams and Citrix remote environments with a focus on windows 10/11 cloud systems to ensure smooth user connectivity.

- ✓ Account Administrator
- ✓ Laptop Desktop Printers
- ✓ Dell, Hp, Lenovo Systems
- ✓ IT Asset Management
- ✓ Remote Desktop
- ✓ Patch Management
- ✓ VMware
- ✓ Rack & Stack
- ✓ Circuit & Fiber optics
- ✓ QSFPs, CVRs
- ✓ Basic Structure Cabling
- ✓ Zscaler
- ✓ Hp LaserJet Printers
- ✓ Citrix Virtual Apps

Networking Skills

- Comprehensive Knowledge of Network Topologies; Star, Ring, Bus and Hybrid.
- Expertise in LAN and WAN Architecture.
- Network Designing and implementation.
- Network Security and Management.
- Disaster Recovery and Redundancy.
- Expertise in Spine Leaf Model, 3-Tier and 2-Tier Models.

Other Skills

Time Management, Security measurement

Top Tier Integrity, Loyalty & Discipline

Languages

English	C2
German	B1
Urdu/Hindi/Punjabi	Native

- Administered devices and user profiles using Microsoft Intune, Azure Active Directory, and MDM tools.
- Delivered efficient technical assistance, maintaining system performance and resolving issues across hardware, software, and peripherals.

IT ONSITE SUPPORT TECHNICIAN L2

Stellantis – Rüsselsheim, Germany

Oct 2023 – Nov 2024

- Provided end-user support across Windows OS and Windows Server 2012/2016 environments, resolving hardware and software issues using ServiceNow, Zendesk, and JIRA.
- Performed system imaging, patch management, and IT asset management using SCCM and Microsoft Intune across Dell, HP, and Lenovo desktops and laptops.
- Supported user account administration through Active Directory and Azure AD, ensuring secure access and compliance across departments.
- Diagnosed and resolved networking issues related to LAN/WAN, VPN, DNS, and DHCP; configured Cisco switches and handled remote desktop support.
- Deployed and maintained Citrix and VMware environments, collaborating with teams via Slack and Microsoft 365 tools for seamless communication.
- Maintained and supported printers, peripherals, and mobile devices while ensuring up-to-date documentation in internal knowledge bases.

DESKTOP SUPPORT L2

State Street Bank – Frankfurt, Germany

Aug 2023 – Sep 2023

- Supervised a team of desktop support technicians, ensuring prompt resolution of hardware, software, and network issues across multiple departments.
- Developed and implemented standard operating procedures (SOPs) to improve support efficiency and reduce recurring technical issues.
- Managed escalated support requests, coordinated with other IT teams, and ensured timely communication and resolution for critical incidents.
- Conduct regular training sessions and technical workshops to upskill support staff and enhance service delivery standards.
- Oversaw asset management and lifecycle planning for desktop infrastructure, ensuring compliance with organizational IT policies.

- Collaborated with IT management to plan desktop upgrades, software rollouts, and support coverage strategies in alignment with business goals.

IT ONSITE SUPPORT TECHNICIAN L2

Infineum – Cologne, Germany
June 2023 – July 2023

- Diagnosed and resolved desktop hardware and software problems across the office.
- Performed system installations, updates, and routine maintenance.
- Provided end-user training and support for software and applications.
- Assisted with asset tracking and inventory updates.
- Collaborated with IT teams for more complex troubleshooting.

COMMUNITY SUPPORT INTERNSHIP

InterNations – Munich, Germany
July 2022 – Feb 2023

- Supported internal staff with IT-related issues including account access and software bugs.
- Assisted DevOps with system testing and bug tracking.
- Responded to support tickets and maintained a high standard of service.
- Created and maintained help documentation and FAQs.

HELPDESK SUPPORT ASSISTANT

ALDI SÜD – Mülheim an der Ruhr, Germany
Dec 2022 – Feb 2023

- Provided technical assistance to employees on hardware, software, and network-related issues.
- Monitored system health and performed basic system administration tasks.
- Upgraded hardware and resolved minor equipment failures.

- Documented incidents and maintained logs of recurring issues.

TRAVEL SUPPORT ADVISOR

CWT – Warsaw, Poland

June 2018 – Sep 2018

- Provided internal desktop support to travel agents using internal ticketing and booking systems.
- Resolved access and software usage issues and documented resolutions.

CUSTOMER SUPPORT REPRESENTATIVE

Armatis – Warsaw, Poland

Oct 2018 – May 2019

- Delivered first-level technical support to users via phone and email.
- Resolved login issues, software troubleshooting, and guided users through technical solutions.