

SYAMKUMAR U

IT Support Engineer

Phone: +971 52 368 6232 Email: syamwaits@gmail.com

Location: UAE Nationality: Indian Passport No: Y9011775

Professional Summary

Dedicated and detail-oriented IT Support Engineer with over 10 years of progressive experience in technical support, systems administration, and IT infrastructure. Proven ability to manage, maintain, and troubleshoot enterprise-level systems and networks. Adept at ERP implementation, remote support, and network security. Strong communicator who thrives in both team environments and independent roles, aiming to contribute expertise to a dynamic, growth-focused organization.

Core Competencies

- ERP Implementation & Support (Beams, Canias)
- Networking & System Administration
- Hardware & Software Troubleshooting
- SQL & Database Support
- IP Camera & CCTV Installation
- Office 365 & Email Configuration
- Firewall & PABX Configuration
- VPN & Remote Access Setup
- Server Monitoring & Performance Tuning
- IT Project Management & Coordination

Professional Experience

Elite Group of Companies - UAE

IT Support Engineer | 2016 - Present

- Provide end-to-end IT support for users across departments.
- Manage networking, system maintenance, and security configurations.
- Support ERP solutions (Beams, Canias), including troubleshooting and updates.
- Conduct daily system backups and ensure business continuity.

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IT Support Engineer

- Coordinate IT projects, manage resources, and implement technology upgrades.

Ensure Service Support - India

Service Engineer | 2015 - 2016

- Specialized in servicing HP DeskJet and LaserJet printers.
- Diagnosed hardware issues and performed repairs or replacements.

Enixel Creative Studio - India

Desktop Support Engineer | 2014 - 2015

- Provided technical support for hardware and software issues.
- Ensured smooth workstation performance for creative teams.

Centre Tec - India

Field Engineer | 2013 - 2014

- Installed and configured CCTV surveillance systems and IP cameras.
- Provided on-site technical support and client training.

Education

B.Tech in Information Technology

Sasurie College of Engineering | 2008 - 2012

Technical Skills

- Operating Systems: Windows Server, Windows 10, Linux
- Tools: SQL, ERP (Beams, Canias), Office 365, Remote Desktop Tools
- Hardware: Servers, Desktops, Printers, IP Cameras
- Networking: LAN/WAN, VPN, Firewalls, Routers, Switches

Personal Information

Date of Birth: 18 May 1991

SYAMKUMAR U

IT Support Engineer

Father's Name: Unnikrishnan Nair

Mother's Name: Bhuvaneswari R

Spouse Name: Devi Krishna L

Nationality: Indian