

Mirza Umar Jamil

HELPDESK SUPPORT ENGINEER AND IT SUPPORT ENGINEER

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CAREER SUMMARY

A well presented, well mannered and articulate IT Support and helpdesk support professional with extensive experience 4+ years of performing diagnostics and resolving a customers technical problems via telephone, e-mail and one to one. Having a proven track record of successfully finding the root causes of problems, resolving them or forwarding suggestions for improvements. A problem solver who enjoys a challenge and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail. Looking for a company which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.

Technical Expertise

Hands on experience in:

platforms: Windows 10, Mac operating system, NetWare Servers

applications: MS Office, Norton Internet Security, Bitdefender Total Security, VMware, Symantec Endpoint Protection

SOFTWARE: Lockdown browser

Ticketing system : Lockdown Browser

IT support: DHCP, DNS, AD, VM workstation office 365 L1 AND L2 support on system network and telephony backup server window server 2010 and window server 2016

strong knowledge of LAN, WAN and VPN LANs / WANs / SANs, TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture Cisco Routers & Switches, Firewalls, Cisco IOS, Active Directory Domain Controllers, MS Teams, Zoom, Wi-Fi, PCs, CCTV,

Hardware: iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors

solid knowledge of IT Help Desk system

PROFESSIONAL EXPERIENCE

HELPDESK SUPPORT ENGINEER AND IT SUPPORT ENGINEER

jumbo electronics – Client Hct College

December 2019 to

present

Roles and Responsibilities:

Responsible for meet their Client - Higher College of Technology :HCT needs for computer hardware, software and networking tools. They work to develop, test, install, configure and troubleshoot computer hardware and software.

▫ Assist with desktop and system troubleshooting and coordinate desktop equipment or software maintenance activities.

▫ Regularly monitor all hardware and systems to ensure they remain in accordance with agreed service levels.

▫ Troubleshooting and maintenance Active directory, DNS and DHCP.

▫ Install, configure and troubleshooting Microsoft windows server 2012.

▫ Users and Accounts administration.

▫ Dealing with clients to solve networking problems

▫ Installation and configuration of Desktop\Laptops\Servers

▫ Wide experience in application configuration support.

- ⌘ Superior facility with ITIL V4 processes and life cycles.
- ⌘ Service Desk Customer Support (troubleshooting Windows, Office365, Telephony, Wi-Fi, PCs, CCTV, Attendance Control and Printers)
- ⌘ Assist with video conferencing systems (Crestron, MS Teams, Zoom)
- ⌘ Ensure network's (Wi-Fi, LAN, WAN) optimal performance
- ⌘ Office 365 (support & configuration)
- ⌘ Exceptional grasp of automated database reporting tools.
- ⌘ Strong oral and written communication abilities.
- ⌘ High organization and presentation skills.
- ⌘ Outstanding grasp of ITIL principles and processes.
- ⌘ Re installation or reconfiguration of desktop software.
- ⌘ Monitor and remove virus, spy ware, and other non-authorized software.
- ⌘ General AV and event support
- ⌘ Inventory management
- ⌘ Preventive maintenance
- ⌘ Receive telephone calls from users requesting technical assistance using computer software and hardware or inquiring how to use specific applications.
 - ⌘ Installing and configuring computer systems and connecting the systems.
 - ⌘ Troubleshoots system problems and diagnosing and solving IT hardware/software faults.
 - ⌘ Identifies the nature and cause of the problem and determine the most appropriate solution and responding within agreed time limits to call-outs.
 - ⌘ Prioritizes and manages several open cases at one time.
 - ⌘ Supports the roll-out of new applications.
- ⌘ Acts as user support to office automation infrastructure i.e. desktop, laptops,
- ⌘ User support to office productivity tools; Words, Excel, PowerPoint, Ac, Adobe Acrobat, Zip, including advanced and in interfacing / exchanging data between these different systems.
- ⌘ Acts as First and second-line support; remote and on-site support.
- ⌘ Responsible for the analysis, planning, and scheduling of the user request.
- ⌘ Experience in installation, troubleshooting of Windows XP/7/10, Microsoft office products, adobe and other third-party software.
- ⌘ Staff Email configurations and restrictions
- ⌘ SCCM – Image deployment, Application installation, access procedures

HELPDESK Support Engineer :

Jun 2016- Jul 2019

Mint Technologies :

Roles and Responsibilities:

- . Provided support to Desktop Engineers and managed client environment
- . Tested and reviewed latest software, hardware, and operating systems
- . Analyzed, configured, and installed desktop for clients
- . Managed deployment of new machines and new software installation
- . Recommended technology refresh according to the needs of clients
- . Monitored and ensured software applications meet standard security guidelines
- . Prioritizing service tickets and providing support service to clients
- . Resolving daily technical issues and providing desktop support
- . Handling data network and server management, and testing network connections
- . Installing, testing, and reviewing desktop software applications
- . Testing work stations for smooth connectivity and ensuring proper functioning

Professional Certifications & Training

- CCNP - Cisco Certified Network Professional (Routing & Switching) (433244169757HTXK) Certified

- CCNA - Cisco Certified Network Associate (Routing & Switching) (430094169153IOVL) Certified
- HCNP - Huawei Certified Network Professional (Routing & Switching) (010200103623807235011413) Certified
- Microsoft Azure Administrator AZ-104 (H518-7675)
- Microsoft Azure fundamental AZ-900 (H516-3905)
- Microsoft Azure Security Engineer AZ-500 (H524-8164)
- ITIL V4: GR671153152MJ
- Juniper- Security

Academic Track

- **BSC** (Information technology) University of Gujrat 2016

Personal Profile

- Always looking for bigger challenges.
- Quick learner.
- Can work in 24/7 rotating shifts along with working on special occasions and holidays.
- Going beyond the limit for task completion.
- Proven skills of multitasking with time management skills.
- Strong analyzing and technical skills.
- Sound Communication skills at all levels in a clear and concise manner in both oral and verbal mode.
- Excellent ineffective and productive decision-making skills
- Easily adjustable in any environment and can travel as per need.
- Team player.
- Equally strong as an individual, Self-motivated and confident in dealing with challenges.

References

To be furnished on request.