

SAHAL PARAMBIL IBRAHIM

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Al Wakrah, Doha

Summary

Experienced IT Professional with over 6 years of proven expertise in delivering exceptional technical assistance and solutions to optimize IT operations. Adept at diagnosing and resolving intricate technical issues, ensuring seamless functionality of systems and networks. Proficient in providing end-user support, troubleshooting hardware and software problems, and implementing effective solutions to enhance productivity.

Experience

IT Support Engineer

MACS MIDDLE EAST LLC • Doha-Hamad International Airport, Qatar

01/2022 - Present

- Provide comprehensive IT technical support to a diverse user base, addressing hardware, software, and network issues promptly and effectively.
- Collaborate with cross-functional teams to troubleshoot and resolve complex technical problems, ensuring minimal downtime and optimal system performance.
- Manage Netka Quartz service desk Tool, responding to user inquiries, resolving issues, and tracking incidents to completion within agreed-upon SLAs.

Customer Support Engineer

Cms IT Services Pvt Ltd C/O INDIGO AIRLINES • Trivandrum International Airport, Kerala

10/2018 - 01/2022

- Provide expert IT technical support, specializing in the aviation industry, addressing hardware, software, and network issues to ensure uninterrupted flight operations.
- Utilize proficiency in BMC Remedy ITSM to manage and streamline incident and change management processes, resulting in improved issue resolution and service continuity.
- Identify IT service-related issues, prepare comprehensive reports, and communicate via email to the respective IT service departments, driving prompt problem resolution.

IT Support Engineer

Topserv Infotech Pvt Ltd • Kollam, Kerala

09/2017 - 09/2018

- Deliver proficient Windows OS support, addressing user inquiries and troubleshooting issues related to installation, configuration, updates, and security patches.
- Conduct hardware support and troubleshooting, diagnosing and resolving problems with desktops, laptops, peripherals, and other IT equipment.
- Offer expert-level support for printers, resolving issues related to connectivity, print quality, and driver installations, resulting in improved printing efficiency.

Data Center Technician

Keltron • Trivandrum- State Data Centre, kerala

05/2015 - 05/2016

- Technical Support for State Datacenter Network Section E-Governance.
- Troubleshooting of LAN, WAN, SWAN & Monitoring Bandwidth of Internet and KSWAN network using different monitoring tools like CA spectrum, Nagios, NetQos, PRTG.

Certifications

1.CCNA (CISCO ID:CSCO13005791) 2.ITIL Foundation Certified (Reg:5271895.20363178) 3.ISO Internal Auditor Certified (ITSM&ISMS,ISO/IEC 27001:2013)

Skills

Software Proficiency, Technical Support , Troubleshooting, Networking, Customer Service, Remote Support, ITIL Framework, Service Desk Management, Printer Support, Problem Solving

Education

Bachelor's Degree in Computer Application's

Madurai Kamaraj University • Madurai, Tamilnadu

10/2017

Diploma In Computer Engineering

The Indian Polytechnic College • Tirunelveli, Tamilnadu

10/2013

Languages

English, Malayalam, Hindi, Tamil