

AYYAZ MAHBOOB

IT Support Engineer

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Visa Status: Visit Visa

U.A.E Driving License: 2801555



SUMMARY

Result driven IT Support Engineer with 10 years of experience in UAE, seeking a challenging role that leverage my technical skills and expertise, troubleshoot skills and problem-solving skills to improve IT Infrastructure and enhance users experience. Looking to take a challenging role that utilizes my skills in IT Support, project coordination and planning to deliver top-notch IT services and solutions.

EXPERIENCE

IT Support Engineer

Sceco for Steel Tanks & Sections Factory

09/2013 - 12/2023 Abu Dhabi, United Arab Emirates

- Install, configure, troubleshoot and upgrade Desktops and Laptops hardware and software in head office and project sites.
- Install, configure and troubleshoot windows server.
- Install, configure and troubleshoot network and internet connectivity.
- Install, configure and troubleshoot Microsoft Office 365 including outlook email, One Drive and Teams etc.
- Install, configure and troubleshoot shared folders on file server.
- Install, configure and troubleshoot IP CCTV, NVR, DVR etc.
- Dealing with installation, configuration and troubleshooting network photocopy machines and printers.
- Dealing with ERP implimentation and end users training.
- Collaborate with cross functional teams to implement and support new IT infrastructure projects such as network, hardware and software deployment and upgrade.
- Providing on-site and remote technical support services to end users.
- Dealing with staff training on usage of new software and/or hardware.
- Assisting in the planning and execution of IT infrastructure projects including office/site relocation and infrastructure upgrade.
- Customizing desktop applications to meet users need.
- Dealing with IT Procurement.
- Dealing with IT Inventory and IT Asset Management.
- Supporting Mac users.

EDUCATION

Bachelor of Information Technology

University of the Punjab, Gujranwala Campus

10/2007 - 08/2011 Gujranwala, Pakistan

Intermediate in Commerce

GIFT College, Gujranwala

04/2004 - 03/2006 Gujranwala, Pakistan

LANGUAGES

English

Proficient



Urdu

Native



Arabic

Intermediate



SKILLS

Windows Server Installation and configuration

Windows & Mac Support File Server

Microsoft Office 365

Network Support and Troubleshooting

Network Photocopy Machines and Printers Installation and Troubleshooting

ERP Implementation and Training

CCTV Installation and Troubleshooting

IT Inventory/ Assest Management

IT Procurement

Technical Documentation

On-site & Remote Troubleshooting

End User Training

COURSES

Microsoft Azure Fundamentals

An entry-level certification covering Microsoft Cloud Computing Fundamentals.

Introduction to the Basics of Azure Services

An entry-level online course covering various aspects of Azure Services basics for entry level.