



ABDUL AZEEZ K A

IT SUPPORT ENGINEER

CONTACT ME

+971 588956464

kaabdul4@gmail.com

Sharjah, UAE

CERTIFICATIONS

❖ VISUAL BASIC .Net
(09/2016 – 03/2017)

EDUCATION

❖ MASTER OF COMPUTER APPLICATION
University of Calicut, CCS IT
Palakkad, Kerala, India

❖ BACHELOR OF COMPUTER APPLICATION
Bharathiar University
Coimbatore, India

LANGUAGES

❖ ENGLISH
❖ ARABIC
❖ HINDI
❖ MALAYALAM
❖ TAMIL

CAREER SUMMARY

To leverage my extensive experience in IT support and systems management to provide innovative and efficient solutions in a dynamic organization. Skilled in troubleshooting, network administration, and end-user support, I aim to enhance operational efficiency, ensure seamless IT operations, and contribute to the achievement of organizational goals while staying updated with emerging technologies.

KEY SKILLS

System Installation & Configuration

Software Installation and Maintenance

Printer Installation and Maintenance

IP Phone Installation and Management

Networking and Cable Management

G Suite Administration

Patch Management

Workstation Setup

OS Installation

Documentation and Record-Keeping

User Support and Training

Networking and IP configuration

Time Management

Problem-Solving

Communication Skills

EXPERIENCE

Jan/ 2023 to Till Date

IT EXECUTIVE

SAFCO INTERNATIONAL TRADING CO. LLC, Dubai, UAE
Dubai Investment Park - 2

- Install and configure desktop and laptop systems for new & existing employees.
- Perform regular system updates and troubleshoot hardware or software issues.
- Ensure all systems are configured to meet organizational security and compliance standards.
- Install and configure software applications, ensuring compatibility with existing systems.
- Manage software updates and patches to maintain performance and security.
- Set up and configure printers, scanners, and multifunctional devices across the network.
- Troubleshoot printing issues and ensure devices are operational.
- Monitor patch compliance and address any vulnerabilities.
- Assemble & set up workstations, including hardware and software components.
- Install and configure IP phones, ensuring proper integration with the network.
- Configure and manage switches, routers, and other networking equipment.
- Manage and maintain G Suite applications, including email, drive, and collaboration tools.
- Perform system migrations, upgrades, and disk imaging as needed.
- Document installation processes, configurations, and troubleshooting steps.
- Respond to technical queries and provide end-user support for IT systems.
- Educate users on best practices for using IT equipment and maintaining security.
- Perform regular server backups, ensuring all critical data is securely stored and recoverable.
- Conduct periodic NVR backups to ensure CCTV footage is securely archived
- Handle the inventory tracking of toners, cartridges, & other consumables
- Oversee the functionality and performance of CCTV systems including regular inspections

- Log and track incidents and service requests in the helpdesk ticketing system.
- Support NAC solutions to ensure secure network access.
- Manage and monitor enterprise antivirus portals for endpoint protection.
- Perform regular updates and patch management of antivirus software.
- Monitor and maintain internet services to ensure optimal performance and uptime.
- Support VAPT to identify and address vulnerabilities in the IT infrastructure.

Sep/2018 to Jan/2023

IT SUPPORT

LULU GROUP INTERNATIONAL, UAE

- Managing Data Processing Works in SAP On-Premise system
- Create purchase orders and tally these with supply requests and orders,. Track inventory and restock goods when needed.
- Managing and Controlling Fully Computerized Hypermarket System, gathering monthly stock details stock comparison with different stores
- Analyze invoices to ensure accuracy of goods delivered, Monitor inventory to ensure the flow of goods remains positive
- Stock Transport Order (STO) creation in SAP and invoice value checking, fetching reports in SAP through different transaction,
- Supervise and coordinate workers engaged in problem solving, monitoring, and installing data communication Equipment and software.
- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- pdt installation, pos counter managing , printer and system configuration and maintenance.
- Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
- Answer uers' inquiries regarding computer software and hardware to resolve issues

June/2017 to July/2018

SYSTEM ADMIN

INDEX INFORMATICS PVT. LTD

- Maintain, repair and upgrade the operating system including hardware and software
- Monitor the performance of existing computer systems and IT infrastructures
- Replacing hardware such as hard-disks and other related parts, system installation and upgrades

DECLARATION

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

ABDUL AZEEZ. K A