

Osama Aboulmagd Al-Qasabi

IT Support Specialist

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Location: United Arab Emirates, Dubai

I have excellent IT support experience over of 14 years in supporting management systems, Assisting end users across various sectors, Troubleshooting hardware and software, Managing Server, Network settings, Installation and maintaining IT infrastructure and Smart Home Systems, Also have extensive experience in providing excellent customer service.

Work Experience

IT Support Specialist

Sep 2024 - May 2025

ATOUS HUB IT & Network Solutions | United Arab Emirates, Dubai

- Providing technical support for the Damac Hills project, regarding the infrastructure and hardware for the home automation system.
- Technical support, installation, configuration, operation, and maintenance of smart home systems and devices, troubleshooting, and providing technical support to customers.
- Cables pulling, Perform panel cables terminations and cable management for various home automation devices and networks, Installation and configuration Actuators modules panel devices.
- Extensive technical knowledge in the fields of networking, smart devices, software, and CCTV.
- Excellent communication skills and the ability to solve problems effectively.

IT Support Engineer & Digital Marketing Specialist

Apr 2024 - Sep 2024

Fast And Easy Real Estate company | United Arab Emirates, Dubai

- Providing technical support to End users, Managing server, Managing ERP systems, Computers OS, Printers, CCTV, Network devices, Troubleshooting.
- Digital Marketing for the company by managing social media accounts, creating advertising campaigns, and managing the company website.
- Managing electronic transactions and contracts on the Ejari platform in Dubai.

Technical support Engineer

Jan 2021 - Aug 2023

Freelance Technical Support | Kuwait city

- Delivered IT support services to law firms, Engineering consulting offices and real estate companies.
- Installed and maintained computer systems, printers, networks, and surveillance

IT Technical Support Engineer L2

May 2014 - Dec 2019

Kuwait Finance House Bank KFH | Kuwait city, KFH Tower

- Providing technical support to end users in a banking environment, ensuring compliance with IT security policies.
- Managing MS Exchange Server, VMware, Active Directory and SCCM.
- Assist members in adding email accounts, accessing the network, and installing mobile applications on iOS and Android systems.
- Managing the installation, configuration, and troubleshooting of operating systems and network infrastructure, implement security protocols, perform system upgrades, resolve complex network issues.
- Provide first-line support to end users via phone, email, in person, assisting with password resets, troubleshooting software and hardware issues.
- Working on recurring issues on a daily basis and resolving them permanently, resulting in a 15% reduction in help desk tickets.
- Worked in projects opening 7 new banking branches by installing and configuring operating systems, printers, and network devices, and ensuring system stability.

IT Systems operator

Sep 2010 - Apr 2014

Jabriya co-op society | Kuwait, Jabriya city

- Technical support for all administrative departments and cooperative members. Managing servers, point-of-sale (POS) systems, ERP systems, and the website.
- Troubleshooting and repairing computers OS, printers, POS devices, and all IT equipment.
- Assisting members in adding email accounts, accessing the network, and installing mobile applications on iOS and Android systems.
- Implementing a new help desk ticketing system, which improved efficiency by 30%.
- Resolving technical issues remotely and on-site.
- Collaborating with IT companies to resolve complex technical issues.
- Maintaining accurate records of all support requests and their resolutions.

Projects

DAMAC Hills - Cavallies Villa's

Sep 2024 - May 2025

•Providing technical support for the Damac Hills project, regarding the infrastructure and hardware for the home automation system.

KFH new Branches Project

May 2014 - Dec 2019

•During my years working in the bank worked in projects opening 7 new banking branches by installing and configuring operating systems, printers, and network devices, and ensuring system stability.

Core Skills

•System Management: Server Admin, VMware, Hyper-V, Citrix, Active Directory, SCCM, ERP system, POS Systems, Network Configuration, Routers & Switch devices, Firewall, Windows OS (98 to 11), Server OS (2008 to 2019), MS Office Apps (2003 to 365).

•Technical support: Server Admin, End user support, desktop support, help desk, installation, configuration, maintenance, upgrades of computers and printers devices, CCTV, Video conference, Troubleshooting, customer service, communication skills, teamwork.

•Digital marketing: Social media account management, Creating advertising campaigns, Graphic App.

•Smart Home Systems & Hotels systems: GRMS Systems for hotels, CCTV, KNX System, Lights system, Getaway device for AC System, Cables pulling, Sensor devices, Curtain motors, Intercom device, Touch panel device, Panel cables termination, Installation, configuration actuators modules panel devices.

Education

Delta University for Science and Technology

Sep 2005 - May 2009

Bachelor Information Technology & computer science

Languages

Arabic (Native), English (Professional)

Certificates

ICDL

MCSE (studied)

ITIL (studied)

Interests

Reading, Swimming, Driving, Travelling.