



Dubai. UAE



+971568576487



rinasmuzammil@gmail.com



www.linkedin.com/in/rinaaz-muzammil

EDUCATION

HND IN COMPUTING AND SOFTWARE ENGINEERING

ICBT City Campus, Colombo, Sri Lanka.

DIPLOMA IN AUTO CAD

GCE ADVANCED LEVEL EXAMINATION (Commerce stream)

TECHNICAL LITERACY

- **Hardware and Software:** Proficiency in installing, configuring, and maintaining computer hardware & software systems.
- **Networking:** Experience in network setup, troubleshooting, maintenance and basic knowledge of network protocols.
- **Database Management:** Skills in managing and maintaining databases.
- **IT Security:** Knowledge of cybersecurity practices and tools to protect systems and data.
- **Troubleshooting:** Ability to diagnose and resolve hardware and software issues.
- **Cloud Computing:** Familiarity with cloud platforms like AWS, Azure, Google Cloud.
- **Virtualization:** Basic VMware or Hyper-V.
- **Web Development:** Maintain and develop Font-end web and WordPress.
- **ERP systems & CRM Software:** Excellent knowledge and working experience.
- **Operating Systems**
- **IT Documentation**
- Understanding of Search Engine Optimization, Basic web UI, UX design & development.

SOFT SKILLS

- Organization
- Multitasking and Teamwork
- Confidentiality and Security
- Vendor management
- Organization and Decision making
- Customer service
- Flexibility and Adaptability
- International Travel Coordination
- Project management
- Learning

LANGUAGES

- English
- Tamil
- Malayalam
- Sinhala



RINAS MUZAMMIL

Computer Operations & Support

PROFESSIONAL SUMMARY

IT professional with expertise in system monitoring, helpdesk, and network support. Skilled in streamlined administration, including inventory management, print services, data entry, document control, backup, and recovery. Proficient in MS packages and Google Workspace. Committed to optimizing performance, and fostering a positive work environment. Eager to drive operational efficiency for organizational success.

WORK EXPERIENCE

DATA ENTRY OPERATOR | NOV 2023 – PRESENT

Vibrant Marketing Management Dubai, UAE

IT SUPPORT/ ADMIN ASSISTANT | JULY 2021 – JULY 2023

Radhi Owaidha Al-Khaldi Sons Co. Dammam, Saudi Arabia.

DUTIES AND RESPONSIBILITIES

- Provided complete IT technical support services, ensuring efficient business processes for global management teams.
- Administered vital administrative support functions for the business.
- Installed, configured, troubleshooted, and maintained computer hardware, software, and network peripherals, resulting in improved system reliability and performance.
- Assisted in troubleshooting network problems, swiftly resolving end-user hardware and software issues, reducing downtime, and enhancing overall productivity.
- Maintained an accurate database of company applications and efficiently managed company emails, improving data organization and communication.
- Processed invoices and receipts with precision, compiling comprehensive payment records that ensured financial accuracy and compliance.
- Updated inventory levels, reconciled contradictions, collaborated on purchases to optimize stock levels, and executed inventory management software for more skilled tracking.
- Entered and verified large volumes of data with a focus on accuracy and efficiency, conducting regular data audits and implementing data entry best practices.
- Responsible for the safekeeping of cash on hand and cash in the vault, maintaining accurate inventory records and stock levels using SAP.

ACCOMPLISHMENTS

- maintaining and upgrading hardware and software systems, resulting in enhanced system performance and efficiency.
- Completed regular system backups, configured desktops, laptops, and printers, actively promoted new products and services, and stayed current with technological advancements.

IT ASSISTANT | NOV 2019 – DEC 2020

Chief Architect, Sri Lanka

DUTIES AND RESPONSIBILITIES

- Contributed significantly to maintaining and upgrading hardware and software systems, resulting in enhanced system performance and efficiency. Played a key role in successful server installations.
- Used diagnostic tools to troubleshoot problems associated with network connectivity and workstation hardware and software faults.
- Conducted cash transactions with exactness and provided excellent customer service. Balanced cash registers at the end of shifts, resolving contradictions.
- Facilitated seamless file transfers between platforms, maintaining precise records and ensuring data accuracy and accessibility.
- Efficiently organized and coordinated complex international travel arrangements, optimizing executive's time and minimizing travel-related issues.
- Contributed to a good and friendly working environment.