



# Muhammad Shoaib

## IT Support with 3 years' Experience

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📍 Al Jafiliya, Dubai, United Arab Emirates (UAE)

🛂 Visa Status: Own Visa Transferable

### SUMMARY

IT Support Engineer with 3 years of Experience in providing comprehensive technical support to end-users. Successful in installing, configuring applications on windows operating systems and providing IT technical support. Collaborate with team and Managers to complete the task in time with the ability to discover issues, resolve defects and ensure client expectation are met with high-quality support.

### KEY SKILLS

- **Switches:** Cisco Catalyst 2960-X Series, 3650 Series, 3850 Series
- **Router:** Cisco ISR 4000 Series, 800 Series
- **IT Support:** Hardware Diagnostics, User Support and Troubleshooting, Software Installation
- **Microsoft Certified Systems Engineer:** Managed and Installed Windows Servers, Active Directory, Group Policies, DNS And DHCP Management

### PROFESSIONAL EXPERIENCE

#### Supervisor

(12/2023 – Current)

#### Green Sky Valet Parking Service L.L.C

Dubai, UAE

- Ensures parking facilities are maintained in a clean, safe, and secure manner at all times.
- Conduct daily briefings and inspections.
- Communicates concerns between management and team.
- Schedule breaks and lunches, monitor employees timeliness of coming to work and break schedules, making sure department is sufficiently covered when people go on breaks.
- Installed and configured parking management software and hardware components.

#### IT Technical Support

(10/2023 – 12/2023) 40 Days Project

#### Printec Technologies LLC Dubai

Dubai, UAE

#### Dubai International Airport (DXB)

- End user Hardware/Software Fix, install Hardware components – Desktop/Monitors/Screens
- PC/Laptop Imaging – Windows 10/11/Office 365/ PC Imaging, Antivirus, Security Policies – Disk Wiping
- Printer Configurations, Support, Audio – Visual System, FIDS Hardware & Software
- Plan & Execute Deployment & Dismantling of PC/Laptop/End user devices
- IP Telephones installation and configuration
- Network Cabling, Patching
- Network Equipment Installation
- Managing Asset and Verification
- Gather and Collate requirements

#### IT Technical Support

(07/2023 - 10/2023) 3 Months Project

#### Printec Technologies LLC Dubai

Dubai, UAE

#### Abu Dhabi National Exhibition Company (ADNEC)

- Telecommunication support
- Maintain the existing device, Remove/ add the device in case of any fault,
- Testing wi-fi testing and fixing (enabling wireless devices)
- User creation, In some cases, the installation of new devices and connection to the network
- Conducted regular system audits and implemented security measures to prevent data breaches and cyber threats
- Provided technical support and guidance for events and conferences held at the ADNEC, and ensured seamless execution of all IT-related tasks.
- Register the device on the system- Monitoring and troubleshooting network performance.

## IT Support

### Pakistan Telecommunication Company Limited (PTCL)

(05/2022/- 05/2023)

Peshawar, Pakistan

#### Responsibilities:

- Installing and configuring computer hardware, software, systems, printers.
- Configuration of E-mail outlook.
- Monitoring and maintaining computer systems and networks.
- Diagnosing and solving hardware or software issues.
- Setting up accounts for new users.
- Repairing and replacing equipment as necessary.

**Technology Used:** Microsoft Excel, Microsoft Outlook, E-mail, Customer Relationship Management.

## Administration

### Sky Link Communication & Security System

(09/2021/- 04/2022)

Peshawar, Pakistan

#### Responsibilities:

- Performed Installation, Configuration, and Maintenance of Windows Servers.
- Configured and Managed DHCP, DNS, and Active Directory.
- Created and managed user accounts, permissions, and access right.
- Developed and implemented secure solution for system users with GPOs and security policies.
- Monitored and tuned system performance, troubleshoot system hardware, software issues.
- Provided remote support, resolved incidents and maintained user documentation.

**Technology Used:** File server, File transfer protocol server, Application server, Print server, Domain name system server.

## IT Support Intern

### Telecommunication Company Limited

(02/2020/-04/2020)

Peshawar, Pakistan

#### Responsibilities:

- Provided remote desktop support many users for hardware and Microsoft offices
- Punching Ethernet Cable in Port
- Converting Windows into Active Directory (AD)
- Install and Configure Putty
- CRM Working
- Help Desk

**Technology Used:** Any Desk, Team viewer, Putty, CRM.

## EDUCATION & COURSES

#### Appreciation Certificate

United Arab Emirates Ministry of Defence

(13/2023-17/2023)

Dubai, UAE

#### Bachelor in Computer Science

(09/2017-08/2021)

FATA University

Kohat, Pakistan

Cisco Certified Network Associate (CSCO14395864)

(06/2023-06/2026)

IT Support Internship (Training)

(06 weeks)

Pakistan Telecommunication Company Limited

Peshawar, Pakistan

## LANGUAGES PROFICIENCY

**Pashtu:** Native

**English:** Proficient

**Urdu:** Proficient