

# RABIH NIZAR

## IT SUPPORT ENGINEER

### CAREER SUMMARY

An experienced IT Support Engineer proficient in resolving technical issues, managing helpdesk operations, and staying updated with emerging technologies. Strong problem-solving skills and effective communication.

### WORK EXPERIENCE

#### IT SUPPORT ENGINEER (2022 - present)

*Amer Center ( Amer, Tasheel, Tadbeer & DET)*

- Provide L1 technical support to end users for all desktop/laptop issues related to hardware and software thereby providing effective desk side support to users.
- Coordinate with IT Helpdesk to resolve user hardware / software issues on desktops / laptops.
- Resolve problems related to network printers and escalated major printer issues.
- Interact internally/externally with all end users and customers on a daily basis to achieve department/work unit goals and initiatives.
- Assist in creating operational documents, training materials, help subsystems, user documentation and technical project documentation, as required and make recommendations on technical issues for process improvement.
- Assist in maintaining documentation of infrastructure procedures, operation instructions, user manuals, quality assurance program & IT Standards, policies for future reference and retrieval.
- Provide daily status updates on helpdesk issues / requests and calls attended to management for review and decision making.



### CONTACT ME AT



+971 50 785 7947



[rabihnizar453@gmail.com](mailto:rabihnizar453@gmail.com)



<https://www.linkedin.com/rabihnizar>



DUBAI, U A E

### SKILLS SUMMARY

- Technical Troubleshooting
- Helpdesk Management
- Operating Systems
- Networking
- MS 365 Administration
- Software Proficiency

### PERSONAL DETAILS

- Date of Birth: 13 FEB 1999
- Driving License: Yes
- Marital Status: Single
- Visa Status: Residence Visa

## EDUCATIONAL HISTORY

**Kannur University**

*BSc Computer Science (2018-2021)*

**Higher Secondary Education**

*Stream of Computer Science (2016-2018)*

**New Indian Model School, Dubai**

*School of 2014*

## CERTIFICATIONS & SPECIALIZATIONS

**CISSP (Certified Information Systems Security Professional)**

- Proficient in assessing and mitigating security risks, I ensure that organizational assets are safeguarded against potential threats.
- Well-prepared to lead security initiatives, shape cybersecurity strategies, and drive organizational resilience in the face of evolving threats.

**TOGAF® (The Open Group Architecture Framework)**

- Demonstrated leadership by guiding IT teams and projects to successful outcomes through the application of TOGAF principles and practices.
- Effectively documented complex architectural designs and communicated them to both technical and non-technical stakeholders, ensuring clear understanding of architectural decisions.