Hassan Naeem

IT Engineer

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EDUCATION

Bachelor of Science in Software Engineering

University of Management & Technology Lahore, Punjab
2011–2015

Professional Certifications & Trainings

CCNA

CCNA Security

MCSE

ITIL

RHCSA Linux

RHCE Linux

UAE Driving License

SKILLS

- Operating Systems: - Windows,
- Mac, Linux. Networking - TCP/IP,
- DHCP, DNS, LAN/WAN.Routing - BGP,OSPF,EIGRP,MPLS.(Basic)
- Switching -
- VLAN,VTP,STP. Domain and Active Directory
- Support.
- Hardware - Installation, Troubleshooting, Repair. Software Support.
- Remote
- Support. Security.
- Backup and
- Recovery.
- Mobile Device Management. Monitoring Tools.
- Ticket Resolving.
- Troubleshooting. Customer service. Documentation and Presentation.

ABOUT ME

Driven IT Engineer with 6+ years of experience designing, implementing,and maintaining robust IT infrastructures, Data Center, NOC. Proven expertise in system administration, network management, IT Analyst, IT Supervisor, System Administrator, IT Admin, IT Specialist, IT Support Engineer, Technical Specialist, IT Service Desk, IT Expert, Network Engineer, Desktop Support Engineer, and Help Desk Support. Adept at troubleshooting complex issues and delivering innovative solutions to enhance operational efficiency. Skilled in project management, leading cross-functional teams to successful project completion. Known for excellent communication skills, fosteringcollaboration across teams, and delivering exceptional end-user support

WORK EXPERIENCE

IT Engineer, IT Admin – Global Petroleum Company Abu Dhabi November 2022- April 2024

Duties:

Manages network infrastructure, ensures system security, and troubleshoots hardware/software issues. "Office 365 Administration, Configuration, Management and Troubleshooting. Windows Server Management, Configuration and troubleshooting. Managing Backup Software. Active Directory Management. ERP Support.

IT Engineer, ICT User Support Engineer – Multi Level Technology Company Abu Dhabi June 2021 to November 2022

Duties:

Responsible for maintaining and installing computer networks based around Microsoft Server Technologies. Working as part of a team and operating in a fast paced, changing, and challenging 24x7 environment. Robots Configuration, Troubleshooting, Maintenance also.

RTA Project IT Support

To provide all Technical Hardware, Software, Infrastructure, Kiosk Support to the company Clients. To provide application-level support of KIOSK to the company clients. Check and test all the Hardware Devices in the Kiosk. Repair and fix the devices in the kiosk.

To use and fix the issues of IT users using the Ticketing System. Help Field support technicians to fix their issues of Kiosk using Remote Connectivity Software.

To access kiosk and fix IT, Hardware, Software, POS Devices, Application issues of field support attending Kiosk.

IT Engineer, Computer Programmer – Oaiss Braces Center Abu Dhabi Jan 2020 to June 2021

Duties:
Good understanding of static routing, SQL databases and VMware. Have a good technical network background. ADHICS IT requirements implementations. Install and configure software and computer systems. Troubleshoot and resolve issues with software or hardware. Walk colleagues or clients through steps to help them resolve their technical problems.

IT Engineer – Amer, Tasheel Dubai UAE
2018 – 2019

Able and willing to work flexible hours when necessary. Extensive knowledge of Microsoft based operating systems, including Windows Server 2008, 2012, 2016,2022 and Windows 7,8,10,11 and Mac PC. Proficient with MAC and OS. Provide all technical and IT support to the company and users. Manage their server, LAN, WAN, Hardware, Computer systems, Ticketing machine and IT equipment's. To provide all IT, Network and technical support and manage all the network, troubleshooting, maintenance etc.

IT Engineer, IT Supervisor, Network Engineer - Pakistan Telecommunication Company Limited, Pakistan February 2016– May 2018

Duties:
To communicate with customers and point out the problems and also solve the problems regarding about PTCL Modems, Routers, Switch & other networking devices.
Assist the Network Operation Center.
Installation of DSL Modems, Routers, Switch and configuration.
Cable Puling, Termination and Cable Dressing for Data and Voice.
LAN & WAN Networking.
Structured Cabling System Installation and Maintenance.
IP & Analog Cameras, NVR and DVR Installation.

Maintain procedures and reports that provide technical support to the entire organization. Taking Backups. System and Technical Support. Windows Server Management. Skilled in database programming and software installation. Proficient with MAC and OS. Active Directory. Antivirus. VPN. Firewall Security.

I am responsible of Copper cable jointing of Telephone cables and Rectification of Exchange side Cables fault (copper & fiber both) also responsible DSL/Broadband installation client side as a CPEI(Customer Premises Equipment Installer).

Personal Details

Marital Status: Single

Visa Status: Cancelled visa till July 2024

Joining: Immediately available to join work

Language: English, Arabic, Hindi, Urdu, Punjabi

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