

# Muhammad Noufal

## IT Specialist

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## Summary

An IT professional with 8 years of experience. Effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management and significant experience working with steering committees and other project managers...

Adept in planning, design, installation and configuration of IT systems and products

## Work Experience

### Senior IT Specialist

2016 - 2020

#### Convivo Technologies – Abu Dhabi

- Providing desk side support and training for users.
- Managing Active Directory Users & Computers, Policies
- Managing and troubleshooting of MS Outlook
- Installing various Operating System: Win 7, Win 8, Win 10, Linux, Ubuntu and Server OS
- Install and provide maintenance for PC computers, printers and related equipment in the company
- Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer
- Assists Users in the operation and maintenance of computer systems, hardware and software
- Supported non-PC hardware such as printers/scanners, IP Telephones, Network equipment and hand held technologies
- Provide hardware support for clients and as well as server systems
- Configuration and maintenance of printers, Shared Network Printers & Scanners
- Installing and configuring PABX systems NEC, Avaya and Panasonic
- Installing and configuring IP & Analogue CCTV systems
- Installing Access Control System and configuring
- Structured Cabling & Termination, Crimping for Systems, Switches and Routers

### System Engineer

2013 - 2016

#### CMC Limited India

- Computer assembling and maintenance.
- Troubleshooting hardware and software problems.
- Configuring and troubleshooting Laptop, Desktop PC'

## Area of Expertise

### IT Support



### System and Server Administration



### Network services and support



### ELV System, CCTV, ACS



### Project Management



## COURSE COMPLETED

CCNA

MCSA

MCP

Hardware & Network

## TECHNICAL SKILLS

IT Engineering

Desktop Support

Networking

ELV System

CCTV System

PABX System

Structured Cabling

Access Control System

- Configure Email account in different Protocols Import and Export old mails.
- Managing and maintaining all computer systems and troubleshooting network issues for smooth operations
- Coordinating and dealing with network Cisco and application team of their respective maintenance activities
- Shared Printer Configuration and Printer share permissions
- Installed maintained repaired and troubleshoot various IT equipment's.
- Patch panel fixing, punching, crimping, cable termination, checking and tracing
- Router, Modem and Access point installing and configuration
- Desktop and laptop hardware and software problem solving

## PERSONAL DETAILS

Nationality : Indian  
 Language : English,Hindi  
 Malayalam  
 DOB : 10-03-1989  
 Marital status : Married  
 Visa status : Visit visa

### Technical Support Engineer

AGS Technologies LTD – India

2012-2013

### Technical Support Engineer

PCS Technologies LTD – India

2011-2012

### System Administrator

Big Bazaar – India

2011-2012

## Education

Diploma in Computer Engineering

2007-2010

Kerala Government Poly Technic  
 College Calicut - India

## Projects

- ADNOC – Khaleej Al Arab 796 Station – Abu Dhabi
- Awqaf MCC CCTV projects – Abu Dhabi

## Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Muhammad Noufal