

MUHAMMAD UMAIR

Technical Support Engineer



CARRER OBJECTIVE

Accomplished and goal-driven Technical Support Engineer with 8+ years of experience in technical support roles ranging from desktop support, to helpdesk and server support. Expertise in utilizing technical knowledge to provide support and troubleshooting techniques to client; consistently recognized for providing an exceptional level of customer service and communication. Adaptable in fast-paced environments; worked in 5-user to 350-user environments. A self-starter who takes initiative, displays leadership, and provides effective support to team members and clients.

Technologies

- DOS, Windows 7, 8, 10
- Windows Server 2008, 2010, 2012
- MS Exchange Server 2007, 2010, 2013
- Lotus Notes, VM Ware, Citrix, SAP
- IT Shop, IP PBX, VPN, Remote Support

Technical Support

- Implementing Solution Strategies
- Testing & Documenting all Products/Procedures
- Effective Communication
- Upgrading Organizational Systems
- Knowledgeable in Computer Networks/Servers

WORK EXPERIENCE

MAIN COMPUTERS – (IT Support & Solutions)

IT Support and Electronics Engineer April 2010 – PRESENT

As focal person responsible for all IT requirements of clients, liaise with suppliers and service providers. Support and recommend products & solutions.

Job Description:

- Provide L2 / L3 support to staff and assist Technical teams to diagnose, analyze and solve technical issues.
- Work directly with clients to identify business requirements.
- Analyze, evaluate and provide products & services as per client's requirements.
- Recommend solution best fit for current needs, compatible with current systems and future expandability of the business.
- Keep strong professional relationship with IT and decision makers of clients.
- Arrange technical training for internal and external staff on new systems.
- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Troubleshooting system and network problems.
- Diagnosing and solving hardware or software faults.
- Replacing parts when required.
- Providing support, including procedural documentation and relevant reports.
- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications.
- Setting up new users' accounts and profiles and responding within agreed time limits to call-outs.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.

ACADEMIC QUALIFICATIONS

- **Diploma Associate Engineering (Electronics)** (2006-2009)

SHORT TERM COURSES

- **Diploma of Information Technology Networking** (2009)
- **Professional Diploma of AutoCAD** (2008)
- **Professional Diploma of Graphics Designing** (2007)
- **Professional Diploma of Office Automation** (2004)

PERSONAL DETAILS

Address: Building S-14, Spain Cluster, International City, Dubai
Driving License: Light Vehicle
Date of Birth: 12th December 1990
Mobile Number: 055-5263161
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Nationality: Pakistani