



ANOOP KUMAR .E .M

IT SUPPORT ENGINEER, 7+ years Experience

CONTACT

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Dubai, UAE

EDUCATION

❖ 3 YEAR DIPLOMA IN COMPUTER SCIENE AND ENGINEERING (2004-2007)

PROFESSIONAL CERTIFICATION

❖ MCSE (MICROSOFT CERTIFIED SYSTEM ENGINEERING)
ID: 7732295

PERSONAL INFO

Nationality : Indian

Gender : Male

DOB : 16/04/1985

Marital Status : Married

Passport No : M4768607

Visa Status : Visit

Visa Validity : 07-09-2023

LANGUAGES KNOWN

ENGLISH

HINDI

MALAYALAM

KEY SKILLS

- Desktop Support
- Systems and Network
- Client Consulting
- Troubleshooting
- Problem Solving
- Attention to Details
- Strong Analytical Skills
- Requirements
- Creativity
- Decision Making
- Data Entry

EXPERIENCE

- ❖ IT SUPPORT | DEC 2022 – MAR 2023
THE BENTLEY LUXURY HOTEL AND SUITS, QATAR
- ❖ IT SUPPORT | OCT 2022 – NOV 2022
OFFICE GULF WLL, QATAR
- ❖ IT SUPPORT | NOV 2021 – DEC 2021
FIFA ARAB CUP, QATAR
- ❖ IT SUPPORT/STORE | AUG 2017 – DEC 2020
NICE SMELL TRDG CO LLC, DUBAI, UAE
- ❖ IT SUPPORT | AUG 2013 – SEPT 2015
HOSPITALITY CATERING LLC, ABUDHABI, UAE
- ❖ IT ASSISTANT | MAR 2010 – APR 2012
BENYAN DEVOLEPMENT CO LLC, ABUDHABI, UAE

DUTIES & RESPONSIBILITIES

- Windows Installation and Support.
- Troubleshooting System Related Software.
- Microsoft Office 365 Installation and Configuration.
- Microsoft Outlook Configuration and support.
- File Server Support.
- Windows Server 2019 Support.
- Active Directory User, Computer and Permission settings.
- Setting up and installing new computers, networks, and software.
- Installing and configuring operating systems, antivirus software.
- Installation of printers, scanners, and other peripheral devices.
- Basic Hardware support.
- Router Configuration.
- Installing Printers and Support POS Machines.
- Maintain Inventory's.
- Network Cabling and cable finding, Crimping & Patching.
- Payroll software support.
- Opera Software installation and user support.
- Material Control (Oracle) Software installation and user support.
- IP TV support, IP TV cloning.
- WAN, LAN configuration.
- Server Rack settings.
- Walk the customer through problem solving process.
- Installing and Configuring Routers.
- Firewall Support.