

THAHIR UMMER

IT Support, IT Help Desk, End User Support, Desktop Support Specialist

✉ thahirumer13@gmail.com ☎ +971 504715738 📍 UAE 📅 1993-02-13 🇮🇳 Indian ♂ Male
📄 UAE Visit Visa

PROFILE SNAPSHOT

- More than 9 years successful experience in customer service, IT and support with recognized strengths in account maintenance, problem solving and troubleshooting, and planning / implementing proactive procedures and systems to avoid problems in the first place.
- Knowledge of IT standards & policies.

EXPERIENCE

IT SUPPORT ENGINEER

03/2024 – 09/2024
Dubai, UAE

GTS Corporate

- Configure, deploy, maintain, troubleshoot, and support POS machines and Printers and bar code printers.
- Support through Telephone and on site.
- Maintain the Asset and Inventory of IT equipment in Office and in field offices.
- Assessments of requirements on purchase of hardware/software for base office and sub Offices in field and do contract with the service providers.
- Provide training on software packages to distribute training materials available from corporate systems

IT SUPPORT ENGINEER

01/2019 – 07/2023
Dubai, UAE

GIBRALTAR TECHNOLOGIES LLC

- Configure, deploy, maintain, troubleshoot, and support computer workstations, laptops, printers, mobile devices, phones, and telecommunications equipment.
- Monitoring the IT helpdesk (Manage Engine Service Desk plus) console and taking actions on the tickets logged by the users.
- Create alternative methods of completing tasks, correcting user errors and system inconsistencies to improve the desktop team function.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, computer conferencing systems, application servers and administrative systems.
- Limit overheads associated with managing and supporting software by streamlining and/ or automating IT processes such as inventory tracking, software deployment, issue tracking, and patch management.
- Maintain accurate documentation and control of all IT assets by ensuring proper tagging of physical assets.
- Maintain policies and procedures surrounding the acquisition, documentation, deployment, Usage and retirement of software.
- Implement IT Asset Disposition process, ensuring proper disposal or continuity of the IT assets.

TECHNICAL SUPPORT ENGINEER

07/2016 – 12/2018
India

3i Infotech

- Maintaining & troubleshooting workstations on Windows xp professional, Windows 7.
- Establish, manage and maintain of all IT System (Laptop, Desktop, Printer, Photocopier, Fax, and Other IT Devices) in organization including its project sites Oversees Troubleshooting, systems backups, archiving and provides expert support when necessary.
- Android and iPhone mailbox configuration and Troubleshooting.
- Maintain the Asset and Inventory of IT equipment in Office and in field offices.
- Assessments of requirements on purchase of hardware/software for base office and sub Offices in field and do contract with the service providers.
- Provide training on software packages to distribute training materials available from corporate systems.

Desktop Support Engineer

Microhard Infotech

03/2014 – 12/2015
India

- Troubleshooting all technical related issues and rectifying them.
- Providing technical support, which includes Hardware and Software installation.
- Install, Configure & Troubleshoot Local Printer and Scanner.
- Assembling PC.
- Kept Contact with Vendors to resolve problem as quickly and efficiently as possible.
- Replace System Hardware and Upgrade.
- Backup and Restore

EDUCATION

DIPLOMA in Computer Engineering

Govt Polytechnic College Kunnankulam

2010 – 2013
Kerala, India

TECHNICAL EXPERTISE

Operating System

Windows 10/8/7/XP&Mac os

Windows Server

2008 & 2012

MS Office Suite

2019/2016/2013/2010/2007/2003&Office365

Mail Client

2019/2016/2013/2010/2007.

IP Phone

Avaya/Alcatel/Cisco

LAN, WAN, WLAN and VPN

Remote Desktop Management

Network Printer and Scanner

Manage Print Servers

Safecom Software

Router & access point configuration

IT Help Desk Tool

Service Manage Engine and Vision Helpdesk.

Anti-Virus Management

McAfee, Sophos.

Application Installing Support

SAP, Synthesis, Oracle.

Configuration Mobile Device

Android/IOS/PDA.

Web EX Video Conference

GOTO meeting and Cisco Web EX.

Desktop Troubleshooting

LANGUAGES

English

Arabic (Basic)

CERTIFICATES AND TRAINING

- ITIL v4 Foundation Certified
- MCITP Training
- CCNA Training