



# ABDULLAH

## IT Support

### PROFILE

Motivated and detail-oriented IT Technical Support professional with a strong foundation in troubleshooting hardware and software issues, network management, and system administration. Adept at providing technical assistance to end-users, ensuring minimal downtime and maintaining operational efficiency. With hands-on experience in web development and a background in software engineering, I bring a unique blend of programming knowledge and IT support skills. Eager to apply problem-solving abilities to deliver high-quality service and enhance user satisfaction in a dynamic environment.

### CONTACT

Phone: +97431591153

Visa Status: RP with NOC

Email:  
[shaulhameedabdulla@gmail.com](mailto:shaulhameedabdulla@gmail.com)

Address: Doha, Qatar

Nationality: Sri Lankan

Notice Period: Immediately Join

### LANGUAGES

English  
Tamil  
Sinhala

### REFERENCE

Mohamed Ameen Amhar  
Cloud Engineer  
Ministry of Public Health  
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### EDUCATION

**Bachelor of Science Information System and Computing (Hons)**  
**2021-2024**

Cardiff Metropolitan University

**Diploma in IT (Pearson Assured) 2019**

ESoft Metro Campus

**Completed GCE A/L Commerce Stream 2018-2020**

ST. Sylvester's College

### WORK EXPERIENCE

#### IT SUPPORT INTERN – SHALOWZAN TRADING L.L.L (QATAR)

*Duration: May/2024 – present*

##### Key Responsibilities:

- Provided first-level technical support to end-users for hardware, software, and network issues via various channels.
- Found and resolved problems with computers, printers, and peripherals to minimize downtime.
- Supported the installation of system updates and software applications for a secure IT environment.
- Maintained documentation of support activities and user issues to enhance the knowledge base.

#### IT EXECUTIVE - SAPUMAL TRADING (SRI LANKA)

*Duration: 2022– 2023*

##### Key Responsibilities:

- Troubleshooting computer problems.
- Providing timely IT support to staff and resolving technical issues.
- Maintaining Hardware and PC stuffs.
- Configure and maintaining CCTV cameras.

# SKILLS

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- **Programming Language**

C++ ★★★★★  
C# ★★★★★  
R studio ★★★★★  
HTML ★★★★★  
JAVA ★★★★★  
SQL ★★★★★

- **Troubleshooting**

- **Networking**

- **Excellent Team Player**

- **User Support**

- **Hardware Setup & Maintenance**

- **Operating System**

- **Problem Solving**

- **Peripheral Setup and Support**

- **Application Support**