

MOHAMED SAHEEL.M

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Visa Status : with valid Qatar-Id and NOC



Dedicated IT Support Technician with 2 years of hands on experience in installing, configuring, and troubleshooting hardware and software. Skilled in diagnosing and resolving technical issues, including driver installations and operating system maintenance.

Education

Bachelor of Science - Information Technology

2018 – 2021

Manonmaniam Sundaranar University

Work Experience

Nexus System and Services – Tirunelveli, India

07/2021 – 01/2023

IT Support Technician

- Provided end-to-end support for local and remote users in person, via phone, or by email.
- Installed, updated, and configured software and hardware devices according to standard operating procedures.
- Created, modified, and managed user accounts and access permissions in accordance with company policies.
- Installing, configuring IP and network devices router, servers, switches, “DNS” & “DHCP”.
- Installed, services, troubleshoot, repair and perform maintenance on customer sites.
- Installing operating systems (Win XP, 2003, 2008), Linux and Backtracking.
- Managed daily computer operations, including pc performance and maintaining software and hardware functionality.
- Configuration of outlook 2013, 2016.
- Attendance system management.

Technical Skills

- OS Installation & Troubleshooting, Active Directory, Printer Configuration.
 - Setup & Installation of all Microsoft Operating Systems, Backup and Recovery, Disaster Recovery, Driver Installation and Signing , Windows Updates , and Patching.
 - Antivirus solutions such as Trend Micro and Kaspersky.
 - Remote Access (Any Desk, Team Viewer).
 - Used ticketing software to manage and resolve user issues (Zoho Desk).
 - **Tools:** MS Office, Adobe Photoshop & Figma, Jmeter, Artillery.io.
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Projects

Archie Home Decors

02/2024–03/2024

- Where imagination meets precision in architectural design! We specialize in exceeding your expectations and bringing your dreams to reality through our comprehensive services, including 2D plans and 3D elevation renderings.

Home Services

12/2020–02/2021

- Our single solution for all repair issues in your home includes plumbing, air conditioning, and electrical work. We understand that you are looking for professionals. Users can select the service. Choose their city and pick any qualified expert to solve their problems.
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Certifications

- UI Developer (Intern) – Icanio Technologies **09/2023–03/2024**
 - Full Stack Web Development – Acme Infotek **02/2023–08/2023**
 - Ethical Hacking workshop by Harbour's Technologies.
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Declaration

I hereby assure you that the above mentioned details are true to the best of my knowledge.

Place: Doha, Qatar

Mohamed Saheel