

## **SREEJITH SREEKUMAR**

### **IT Support Engineer**

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Doha, Qatar

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QID: 29635641483



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## **PROFESSIONAL SUMMARY**

Motivated and customer-focused IT Help Desk Technician with 4+ years of experience in providing front-line technical support, troubleshooting hardware and software issues, and maintaining IT systems. Proficient in Ticketing systems, Windows, Mac, and Microsoft Office 365 environments. Strong problem-solving skills and a dedication to improving user experience.

## **PROFESSIONAL EXPERIENCE**

### **Nabedh Medical Center**

*2024 Dec - Present / (contract) ,Doha*

#### **IT Support Engineer**

- Ensured smooth operation of computer systems to maximize user efficiency.
- Installed, configured, and maintained computer hardware, operating systems, and applications.
- Monitored and maintained IT infrastructure, including networks and systems.
- Provided technical support via face-to-face interactions, phone, and remote desktop.
- Diagnosed and resolved hardware and software issues, ensuring minimal downtime.
- Replaced faulty hardware components and performed system upgrades as needed.
- Followed technical diagrams and documentation to troubleshoot and configure.
- Managed the rollout of new applications and software updates.
- Created and managed user accounts, profiles, and password-related issues.

### **Felicity Contracting Co WLL**

*2024 Feb - 2024 Nov / (contract) Al saad,Doha*

#### **IT Help Desk Engineer**

- Managed server performance, ERP systems, and super-admin roles to streamline organizational processes.
- Served as the primary contact for technical support requests, providing solutions via phone, email, and remote access tools.
- Logged and managed IT tickets, ensuring timely escalation and resolution within SLA standards.
- Troubleshoot and resolve issues related to hardware, software, and basic network connectivity.
- Assist in managing hardware and software inventory, ensuring compliance with company standards.

- Conduct routine updates, maintenance, and system checks for workstations and laptops.
- Provide end-user training and support on software applications and IT systems.
- Spearheaded device maintenance for seamless connectivity across platforms.
- Documented support procedures, implemented standardized issue resolutions, and conducted training sessions to elevate user productivity.
- Documented support procedures, solutions, and issue resolutions, generating and reviewing
- Follows up on standard helpdesk procedures.
- Logs all helpdesk interactions.

### **Lana Tech Co WLL (ZKTECO)**

2022 - 2023 | , (On-site),Bahrain

#### **IT Support Manager \ Branch Head**

- Developed and implemented comprehensive support strategies to improve customersatisfaction.
- Identified and resolved customer inquiries and issues in a timely and professional manner.
- Collaborated with cross-functional teams to improve Pre and After sale's product and service support based on customer feedback.
- Streamlined support processes and procedures to increase efficiency and reduce response times.
- Created and maintained documentation for support procedures and best practices.
- Assisted in the development and implementation of new support technologies and systems.
- Monitored support ticket queues and ensured timely resolution of customer requests.
- Provided escalation support for complex customer issues and complaints.
- Analyzed support metrics and KPIs to identify areas for improvement and develop action plans.

### **Lana Technologies Pvt Ltd (ZKTECO)**

2021 - 2023 | , Kochi

#### **IT Support Specialist**

- Provided comprehensive support for Point of Sale (POS) hardware and ensuring prompt resolution of technical issues.
- Managed user access controls and conducted regular backups for data protection.
- Provided Level 1 and Level 2 support for hardware, software, and network issues.
- Managed user access controls, backups, and basic routing/switching configurations.
- Diagnosed and resolved issues in bio metrics and POS systems, achieving high first-call resolution rates.
- Deployed software updates and patches to ensure system security.
- Configured and maintained hardware/software, including web server and network support,enhancing system reliability and data security.
- Network installation, Configuration and Troubleshooting.

- Pos Android application installation ,configuration and testing.
- Diagnosed and resolved technical issues for end-users, achieving a high first-call resolution rate.
- Configured and set up user accounts, email systems, and access permissions.
- Collaborated with the IT team to implement new software and hardware solutions.
- Maintained comprehensive documentation of technical procedures and troubleshooting steps.
- Assisted in deploying software updates and patches to maintain system security

## TECHNICAL SKILLS

- **Web testing & Management:** Proficient in updating,testing, optimizing, and managing websites.
- **Server Administration:** Experienced in SQL server setup, maintenance, and data backups.
- **ERP System Management:** Super-admin experience for ERP platforms, ensuring streamlined workflows.
- **System Security:** Knowledgeable in backup solutions, and anti-malware.
- **OS :** Windows , Linux
- **Softwares and Tools:** MSOffice365,Excel,RPA,Jira,Selenium, Postman,Jmeter,Bug tracking tools

## CORE SKILLS

- IT Support and Help Desk Operations
- Hardware and Software Troubleshooting
- Windows and Mac OS Administration
- Microsoft Office 365 Support
- User Account Setup and Maintenance
- Analytical and Diagnostic Skills
- User Training and Documentation
- Networking Fundamentals
- Diagnostic and Analytical Skills

## EDUCATION

### Bachelor of Mechanical Engineering

*Karpagam University*

*2014 - 2018 | Coimbatore, TN*

## Languages

- **English , Hindi,Malayalam**

## CERTIFICATIONS

- **Lean Six Sigma and RPA Dynamics** - HRD University (2024, Doha, QA)
- **Software Testing in Automation and Manual** - Luminar Techno Lab (2022, Kochi, IND)

## DOCUMENTS

- Valid QID and transferable visa with NOC
- Holds Qatar Driving License

