

# LAL KRISHNA A

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**Target Role:** IT Support Engineer | Technical Support Specialist



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## ⚙️ PROFILE SUMMARY

Experienced and resourceful **IT Support Professional** with over **5 years of progressive experience** in managing hardware, software, and system-level troubleshooting within high-demand corporate environments. Proven ability to minimize downtime, optimize system performance, and elevate end-user satisfaction. Strong team player with excellent communication, documentation, and problem-solving skills. Passionate about continuous improvement and aligning IT solutions with business needs.

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## 📋 TECHNICAL COMPETENCIES

- **Operating Systems:** Windows 7 – 11
- **Applications:** Microsoft Office (Word, Excel, PowerPoint), Adobe Suite, Autodesk
- **Tools:** ITSM Ticketing Systems, Remote Desktop Tools
- **Hardware:** PC/Laptop Repair, Diagnostics, System Configuration
- **Networking:** Basic Network Support, Access Management, Backup & Restore
- **Others:** System Documentation, User Training

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## 📁 EXPERIENCE HIGHLIGHTS

**Mannai Trading Co. WLL – Doha, Qatar**

**IT Support Engineer** | *Feb 2023 – Present*

- Troubleshoot and resolve IT issues.
- Perform routine system maintenance, assist with software and system updates, maintain technical documentation
- Provide end-user training and support.
- Conduct remote troubleshooting to quickly identify and resolve hardware, software, and network-related issues, ensuring minimal downtime for end users.

- Perform regular maintenance and proactive upgrades of IT equipment to enhance system performance, reliability, and security.
- Support the installation and configuration of software applications and operating system updates, ensuring compliance with IT policies and best practices.

## **Mannai Corporation – Doha, Qatar**

### **Technical Support Lead** | *Aug 2022 – Dec 2022*

- Respond to and resolve IT support requests from employees in a timely and efficient manner.
- Provide technical assistance and guidance on computer systems, applications, and hardware.
- Gather and analyze data to accurately diagnose and troubleshoot system issues
- Adjust system configurations, settings, and user permissions to resolve technical problems.
- Create user accounts and provide system access for new hires during the on boarding process.
- Communicate regularly with employees regarding the status and progress of their service requests.
- Log and maintain detailed records of all service requests, ensuring tickets are updated throughout the resolution process.

## **Promedia Qatar – Doha, Qatar**

### **IT Support Engineer** | *Jan 2022 – Aug 2022*

- Deployed software and managed licenses for Autodesk, Adobe, and Microsoft platforms.
- Drafted SOPs and support logs, ensuring consistent IT processes.
- Troubleshot workstation hardware failures and improved system performance.

## **Mannai Corporation – Doha, Qatar**

### **IT Support Technician** | *Oct 2021 – Dec 2021*

- Install, configure, and maintain software applications from major vendors such as Autodesk, Adobe, and Microsoft.
- Perform hardware system configuration, diagnostics, and troubleshooting to ensure optimal performance.
- Ensure all work is performed in compliance with departmental safety protocols and quality standards.
- Assist in the development, enhancement, and implementation of IT systems and solutions.
- Create and maintain daily, weekly, and monthly activity calendars, as well as standard operating procedures (SOPs) for MIS operations.

## **Promedia Qatar – Doha, Qatar**

### **IT Support Specialist** | *Mar 2019 – Mar 2021*

- Delivered end-user support, resolving desktop/laptop hardware and connectivity issues.
  - Managed hardware upgrades, diagnostics, and warranty-related servicing.
  - Supported application deployments and configured new devices.
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## **EDUCATION**

### **Bachelor of Engineering (B.E.) – Computer Science & Engineering**

Anna University, Tamil Nadu, India | 2013 – 2017

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## **KEY STRENGTHS & ATTRIBUTES**

- Customer-Centric IT Support
  - Team Collaboration & Ownership
  - Fast Learner & Adaptive Thinking
  - Time Management & Prioritization
  - Documentation & Process Discipline
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## **LANGUAGES**

English | Malayalam | Hindi | Tamil