



MOHAMED NAWFAN

IT Support Engineer

CONTACT

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Address:-
Doha, Qatar.

EDUCATION

London Metropolitan University
BEng (Hons) Computer Networking
2021 - 2024

ISO Campus
Diploma in English
2021 - 2022

CERTIFICATIONS

Cisco Certified Network
Professional (CCNP)

Cisco Certified Network
Associate (CCNA)

Computer System Software and
Hardware

Beginner Linux

AWS Networking Solutions

ServiceNow IT Operations
Management

AutoCAD 2D & 3D

ABOUT ME

IT Support professional with BEng (Hons) in Computer Networking, CCNA & CCNP certifications, and 3+ years of experience, seeking an IT Support role to provide technical troubleshooting, support secure, efficient, and IT Infrastructure in a dynamic organization.

EXPERIENCE

- IT Support** *December 2024 - November 2025*
Swift IT Solutions, UAE.
- Service Desk Analyst** *July 2023 - December 2024*
HCL Technology, Sri Lanka.
- Computer Technician** *August 2022 - July 2023*
U-Tech Computers, Sri Lanka.
- Trainee Network Administrator** *February 2022 - August 2022*
Active Tech Networks, Sri Lanka.

DUTIES & RESPONSIBILITIES

- End-User Technical Support:** Provided L1 support for hardware, software, and network issues across user devices.
- Systems Installation & Maintenance:** Installed, configured, and maintained operating systems, applications, and peripherals.
- Incident & Ticket Management:** Resolved user issues via phone, email, and ticketing systems within SLA timelines.

PERSONAL DETAILS

Nationality :- Sri Lanka

Visa Status :- Transferable Work Visa with NOC

Availability :- Immediately

Flexibility :- 24/7 support and emergency response

KEY COMPETENCIES

Strong problem-solving and troubleshooting skills

Excellent communication and teamwork

Ability to work under pressure and meet deadlines

Quick learner with adaptability to new technologies

LANGUAGES

English :- Working proficiency

Tamil :- Native speaker

Arabic :- Read and write

Sinhala :- Good proficiency

- **Infrastructure Monitoring & Maintenance:** Performed system monitoring, updates, and backups to ensure stability.
- **Troubleshooting & Documentation:** Diagnosed technical issues and documented solutions to reduce repeat incidents.
- **Customer-Focused IT Support:** Explained technical issues clearly to ensure positive user experience.
- **Network Support & Configuration:** Assisted with router, switch, firewall, and VPN configuration and support.
- **Network Operations & Connectivity:** Supported network upgrades, cabling, and connectivity testing.
- **User Training & Knowledge Sharing:** Trained users on IT tools and best practices.

SKILLS

- **Networking:** OSI Model, TCP/IP, DNS, DHCP, VLAN, Switching & Routing Configurations, LAN/WAN
- **Security:** Firewalls, VPN Configuration, Access Control, CCTV
- **IT Support:** Hardware/Software Troubleshooting, Operating Systems, Active Directory, Microsoft Office 365, Canva Designing
- **Technical:** System Backup & Recovery, Ticketing Systems
- **Documentation:** Knowledge Base Creation, Troubleshooting steps, Updating tickets, logs and reports
- **Soft Skills:** Problem Solving, Customer Service, Team Collaboration, Time Management.