






MOHAMED RIFAATH NIHAM

IT Support Engineer | IT Officer | IT Support Specialist

 Doha-Qatar

 +974 7147 8528

 rifaath2niham@gmail.com

 [linkedin.com/in/rifaath-niham-1b2486274](https://www.linkedin.com/in/rifaath-niham-1b2486274)

PROFILE

Reliable IT Support Engineer and IT Officer with 4+ years of experience in diagnosing and resolving technical issues, managing office IT systems, and supporting organizational operations. Skilled in hardware/software troubleshooting, network administration, and CCTV installation/configuration, while also adept at handling administrative workflows, documentation, and resource coordination. Strong communicator and team player, capable of assisting technical and non-technical users alike. Highly adaptable, eager to learn new technologies, and committed to delivering efficient technical and administrative solutions that enhance organizational performance.

WORK EXPERIENCE

IT Support Engineer & Officer

April 2024 - February 2026

BlackStone eIT, UAE

- Resolved hardware, software, and network issues for 100+ users.
- Installed/configured systems, applications, and office devices.
- Managed LAN/WAN, DNS, DHCP, and Wi-Fi troubleshooting.
- Delivered remote support via TeamViewer, AnyDesk, RDP.
- Maintained system security: updates, backups, antivirus, firewalls.
- Administered Active Directory & Office 365 (Outlook, Teams, SharePoint)..

IT Technical Support

February 2022 - March 2024

Allianz (Pvt) Ltd

- Provided end-user support (on-site and remote).
- Installed/configured CCTV & security systems.
- Supported Windows, macOS, Linux, and mobile devices.
- Monitored system performance, updates, and backups.
- Managed Office 365 accounts and collaboration tools.

CORE SKILLS

- IT Office Systems (Office 365, SharePoint, Teams)
- Active Directory & User Account Management
- Hardware/Software Troubleshooting & Installation
- Network Administration (LAN/WAN, TCP/IP, DNS, DHCP, VPN)
- Operating Systems: Windows, Linux, macOS
- Remote Support Tools (TeamViewer, AnyDesk, RDP, VNC)
- CCTV Installation & Troubleshooting
- Network Security, Firewalls, Performance Monitoring
- Workflow Documentation & IT Office Coordination
- Printer Support (Installation & Troubleshooting)
- Cisco Packet Tracer, GNS3 (simulation)

EDUCATION

Bachelor of Degree ^(R)

British College of Applied Studies (BCAS), UK Pearson

- IT & Network specialization

Higher National Diploma (HND)

British College of Applied Studies (BCAS), UK Pearson

- Network specialization

Diploma in IT & English

British College of Applied Studies (BCAS), UK Pearson

- Programming, MS Office and Database

CERTIFICATIONS

Certificate in Information Technology

British College of Applied Studies is a Pearson Assured organisation.

Certificate in Networking Devices and Initial Configuration

Certificate of Course Completion from Cisco Networking Academy

Certificate in Networking & Computer Hardware Basics

Certificate of Course Completion from Cisco Networking Academy

Certificate in CCTV

Certificate of Course Completion from IOS Campus

SOFT SKILLS

- Effective communication for collaboration and clarity
- Strong teamwork with proven contributions
- Quick adaptability to new technologies and tools
- Problem-solving with fast issue diagnosis and resolution
- Efficient time management under deadlines and urgent requests

LANGUAGES

- English (Proficient)
- Tamil (Fluent)

REFERENCE

Available upon request

DECLARATION

I do hereby certify that above information is true and correct to the best of my knowledge.

Your Faithfully,
N.M Rifaath