

S.A.R.S. INTHISAMUL HAQ MOULANA

IT Support Engineer

Phone: +974 3369 1004 | **Email:** seyyithuinthisam@gmail.com

LinkedIn: linkedin.com/in/seyyithu-inthisam | **Location:** Doha, Qatar

Visa Status: Qatar QID Holder | Transferable Visa | Available Immediately

PROFESSIONAL SUMMARY

Results-driven IT Officer with 5+ years of hands-on experience in network administration, IT infrastructure management, and technical support across enterprise and multi-site environments. Proven ability to manage and maintain LAN/WAN infrastructure, configure network devices, ensure system security and maximum uptime, and deliver reliable technical support to end users. Experienced in ERP system user support and troubleshooting, coordinating with vendors to optimise IT systems and business processes, and maintaining IT infrastructure to the highest operational standards. Strong background in Active Directory, Microsoft 365, Windows Server, TCP/IP networking, and firewall monitoring with excellent analytical and problem-solving skills. Currently based in Doha, Qatar with a valid QID and transferable visa, available for immediate placement.

CORE COMPETENCIES

LAN/WAN Infrastructure Management | Network Device Configuration | System Security and Uptime | ERP System Support and Troubleshooting | ERP User Support and Training | Vendor Coordination and Management | IT Systems Maintenance | First-Line and Second-Line Technical Support | Active Directory Administration | Microsoft 365 Administration | Windows Server Management | Firewall Monitoring and Security | Network Troubleshooting | IT Asset Management | Business Process Optimisation | Technical Documentation

TECHNICAL SKILLS

Networking: LAN/WAN Design and Management, TCP/IP, DNS, DHCP, Routers and Switches Configuration, VPN, Firewall Management, Network Uptime Monitoring, Sophos Firewall

ERP Support: ERP User Support and Troubleshooting, ERP System Administration, User Access Management, Business Process Coordination, Vendor Liaison for ERP Optimisation

Server and Systems: Windows Server (DNS, DHCP, FTP), Windows 10/11, Active Directory, Group Policy, System Performance Monitoring, Patch Management

Security and Monitoring: Sophos Firewall Monitoring, Event Viewer, Resource Monitor, Task Manager, Log Analysis, Security Alert Management, Network Uptime Tracking

Cloud and Productivity: Microsoft 365 (Exchange Online, Teams, Outlook, SharePoint, OneDrive), AWS re/Start Graduate, Microsoft Entra ID (Azure AD)

IT Support and ITSM: First Line and Second-Line Technical Support, Spiceworks Ticketing, SLA Management, Incident Logging, Hardware and Software Troubleshooting

Asset and Inventory: IT Asset Management, Hardware Inventory Tracking, Software License Management, Equipment Audits and Tagging

WORK EXPERIENCE

IT Support Executive

Konnect BPO Technologies Pvt (Ltd) | Colombo, Sri Lanka | December 2024 - February 2026

- Managed and maintained LAN/WAN infrastructure and network devices for 30+ client organisations, ensuring system security, maximum uptime, and continuous network availability across all supported environments.
- Configured and troubleshooted routers, switches, and access points, performing regular network connectivity checks and proactively identifying and resolving infrastructure issues before they impacted operations.
- Provided ERP-adjacent user support through Spiceworks ticketing, managing user accounts, access permissions, and system configurations coordinating with vendors to optimise business processes and resolve escalated issues efficiently.
- Monitored system security and network health using Sophos Firewall, Event Viewer, Resource Monitor, and Task Manager escalating security anomalies promptly to ensure infrastructure integrity.

- Administered Active Directory user accounts, Group Policy, and Microsoft 365 (Exchange Online, Teams, Outlook, SharePoint) managing user provisioning, access requests, and licence configurations across all client accounts.
- Resolved 15+ daily technical support tickets within agreed SLA timeframes, covering hardware, software, network, and system-level incidents, maintaining detailed resolution documentation for the knowledge base.
- Coordinated with external vendors and technical teams to optimise IT systems, plan upgrades, and ensure business processes were supported by reliable and efficient technology.
- Maintained accurate IT asset records including hardware inventory, software licences, and equipment configurations across all managed client environments.

IT Administrator

Abahi Residence | Al Ahsa, Saudi Arabia | February 2024 - October 2024

- Managed the full LAN/WAN network infrastructure including routers, switches, and wireless access points, ensuring continuous uptime and maximum system availability across the organisation.
- Configured and maintained network devices and firewall settings, performing regular security checks and infrastructure audits to maintain a secure and stable network environment.
- Supported ERP-adjacent business systems by managing user accounts, access permissions, and system configurations liaising with vendors to troubleshoot system issues and optimise operational workflows.
- Coordinated with vendors for hardware procurement, system upgrades, and third-party software support, ensuring IT systems aligned with business process requirements and operational goals.
- Administered Active Directory and Office 365 environments, managing user provisioning, Group Policy, and access control policies to maintain a secure and organised IT environment.
- Performed regular system maintenance, patch deployments, and data backups to ensure infrastructure security, stability, and business continuity at all times.
- Monitored CCTV surveillance systems and property-wide network services, ensuring continuous operational availability and responding promptly to any service disruptions.

IT Technical Support Engineer

ESOFT Metro Campus | Ampara, Sri Lanka | November 2021 - January 2024

- Maintained and monitored campus LAN infrastructure and server operations, ensuring stable and secure network connectivity across computer labs, academic offices, and administrative departments.
- Provided first-line and second-line technical support for hardware, software, and network issues across a diverse multi-system environment, resolving incidents promptly to minimise downtime.
- Supported administration of Active Directory, Microsoft 365, and LMS platforms managing user accounts, access permissions, and system configurations for academic and administrative staff.
- Maintained accurate IT asset records for all campus hardware and software, conducting periodic audits to ensure inventory remained current and accounted for.
- Coordinated with vendors and suppliers for hardware repairs, software support, and infrastructure upgrades, ensuring timely resolution of technical issues.

IT Technical Support

ideaGeek | Sainthamaruthu, Sri Lanka | October 2020 - October 2021

- Provided network and system support to development and QA teams, configuring VPN access, virtual machines, and remote connectivity solutions to maintain operational productivity.
- Assisted with server maintenance, network connectivity management, and basic patch deployments to support system stability for development and test environments.
- Maintained technical documentation and troubleshooting guides to support consistent and efficient IT operations across the team.

EDUCATION

BSc (Hons) Computer Networks and Security

Wrexham University, United Kingdom | 2024 - 2025

Higher National Diploma in Information Technology (HNDIT)

Sri Lanka Institute of Advanced Technological Education (SLIATE) | 2018 - 2020

CERTIFICATIONS AND TRAINING

- CompTIA Network+ (N10-008) - Training Completed (2025)
- AWS re/Start Program - Completed (2023) | Amazon Web Services

PERSONAL INFORMATION

Full Name: Seyyithu Abdur Rahman Seyyithu Inthisamul Haq Moulana

Nationality: Sri Lankan

Date of Birth: 28th June 1998

Marital Status: Single

Gender: Male

Languages: English (Fluent), Tamil (Native)

Current Location: Doha, Qatar

Work Authorization: Qatar QID Holder | Transferable Visa

Availability: Immediately available

References available upon request.