YUSUF SABITH M.R

IT Technical Support Engineer

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Visa status: Transferable with NOC   Location: Doha Qatar
Joining: Immediately

PROFESSIONAL SUMMARY

IT Technical Support Engineer with 7 years of experience managing IT infrastructure, office administration, and operations. Highly skilled in technical troubleshooting, problem-solving, and customer service, with hands-on experience supporting hospitality systems including PMS/POS. Proficient in modern networking technologies and software applications, with excellent communication and interpersonal skills. Dedicated to delivering exceptional customer experience and continuously updating.

TECNICAL SKILLS

➢ Hardware Troubleshooting: Diagnosing and fixing desktops, laptops, printers, and peripherals.
➢ Component Replacement & Repairing: Safely removing and installing parts like RAM, storage drives, power supplies, cooling fans, and graphics cards & motherboard etc.
➢ Software Troubleshooting: resolving issues with Windows, macOS, and common applications
➢ Networking: TCP/IP, subnetting, VLANs, DNS, DHCP, VPN setup, Wi-Fi troubleshooting, basic router/switch configuration.
➢ Operating System Administration: managing user accounts, permissions, updates, and patches.
➢ Remote Support Tools: TeamViewer, AnyDesk, Remote Desktop Protocol (RDP), Zoho Assist.
➢ Data Backup & Recovery: Using tools to back up and restore user data safely.
➢ Microsoft Office and Productivity Software skills list.
➢ Server Installation and Configuration.
➢ IT Asset Management: Tracking hardware/software inventory and lifecycle.

WORK EXPERIENCE

APARAJITHA DYNAMIC SYNERGIES (P) LTD – Bangalore – Karnataka – India
Designation: Dell RE Technical Support Engineer
Duration: November 2021- December 2025.

- Working as a full-time employee with **APARAJITHA DYNAMIC SYNERGIES (P) LTD (TVS Electronics vendor)** BANGALORE as **DELL RE Technical Support Engineer** in the Operations Department.
- Handling system hardware and software installation and troubleshooting.
- Scheduling dell calls for parts replacement, in warranty and out of warranty.
- Follow up for parts replacement as per service call request.
- Handling technical calls and troubleshooting system errors through voice call.
- Handling client (CGI) member's Dell laptop and desktop hardware software support-scheduling calls with Dell support team to get the parts.
- Handling dispatch defected parts to Dell.
- Tracking dell service requests and communicating through mail.

TECH SOLUTION- Mangalore- Karnataka – India
Designation: IT Technical Support Engineer/ Management
Duration: October 2020 to October 2021.

- Worked as a full-time employee with **TECH SOLUTION**, Kalladka-Mangalore as **IT Technical Support Engineer & MANAGEMENT** worker in the Operations Department.
- Performing tests of new hardware and software multi-branded system.
- Working with vendors and hardware software suppliers to implement new designs.
- Multi-branded systems, printer and server installation and troubleshooting.
- Draft new computer equipment blueprints and present them to management.
- I have experience in fixing all types of hardware and software issues in multi-branded systems.
- Supported hospitality IT systems, including PMS/POS, hardware, and software troubleshooting.
- Delivered professional, English-based user support with a customer-focused approach.

SMARTECZ - Mangalore- Karnataka – India
Designation: IT Technical Support Engineer
Duration: December 2018 to October 2020.

- I worked as a full-time employee with **SMARTECZ**, Mangalore as **IT Technical Support Engineer (TSE)** in the Operations Department.
- Supporting the hardware and software engineering team & handling technical support in house.
- Providing technical support for hardware and software issues.
- Plan and manage the production of computer hardware and software equipment.
- Providing Server installation and troubleshooting.
- Providing Networking installation and troubleshooting.
- I have experience in fixing all types of hardware and software issues in multi-branded systems.
- Also have experience in sales and services of the systems and server.
- Supported hospitality IT systems, including PMS/POS, hardware, and software troubleshooting.
- Ensured smooth hotel operations by maintaining guest-facing systems and providing clear, professional user assistance.

CERTIFICATION COURSE

- Diploma in Hardware and Networking from Creative Technical Training (CTTI) Institute, Mangalore in year 2018.

EDUCATIONAL BACKGROUND

- Pre-University (PUC) in Commerce from Adarsha Pre-University College, B C Road in year 2017.
- High School (SSLC) from Gem Public School Golthamajal, Kalladka in year 2015