

**SUHAIL SALAM**  
**IT and Application Support Engineer**  
EB22 F302 C3 Al Faisal Street Msheireb Doha, Qatar

suhailsalam786@gmail.com

**PROFESSIONAL SUMMARY**

+974 - 33122234

A bright, talented and self-motivated Microsoft Certified IT Professional (MCITP) support engineer with extensive 6+ year's practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all levels and has the flexibility of working well as part of a team and on my own. Now looking to further an already successful career by working for an ambitious and expanding company.

**SKILLS**

- Help Desk Support
- Application Support
- Email and Messaging Administration
- IT Assets Management
- Backup Administration
- Networking Monitoring
- Hosting Management
- Network Switch and Routers & VPN Management
- iOS, Android, Windows Phone,
- VOIP and IP Telephony Administration
- Testing and evaluating new technology
- Report analysis
- Windows Active Directory
- Virtualization Administration
- Web Development
- Diagnosing Hardware, Software, Network and Web Applications faults

**WORK HISTORY**

**Job Title: IT & Application Support Engineer,**  
*Ascent Software Development – Doha, Qatar*

***April 2015 – Present***

**Job Summary:** Responsible for supporting the clients at all levels as part of a help desk team. Ensuring that all hardware and software is configured and installed correctly. Responsible for the installation and maintenance of IT equipment including desktops, laptops, printers, scanners, and workstations. Supporting customers using remote access technologies and also by visiting client sites.

**Job Responsibilities:**

- Responsible for diagnosing & resolving hardware, software & end user's problems.
- Acting as the first point of contact for all IT & technical queries.
- Developing the infrastructure and systems to meet the company's needs.
- Working within a TCP/IP network environment, including DHCP, DNS, and Ethernet
- Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with the third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programs.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.
- In-depth knowledge of Microsoft Windows client operating systems, Windows 7, 8, 10 & Microsoft Office Suit up to Office 2016.

**Key Skills and Competencies:**

- Experience as a Team Leader for projects and systems migrations.
- A positive attitude towards customer service and good communication skills. Excellent Customer facing skills.
- The experience of Windows Server 2012, Exchange, Windows 7 8 10, Office Suit up to 2016.
- Best Knowledge of Anti-Virus like Kaspersky, Bitdefender, ESAT, and Symantec.
- Commercial technical support experience of servers and network infrastructure.
- Enthusiastic and able to interact with departments and personnel at all levels.
- Knowledge of Networking (such as TCP/IP switches and routers).

- Knowledge of installation, troubleshooting, and configuration of PCs and software.
- Ability to work to rigorous deadlines and stay within quoted budgets.
- Good knowledge of standard computer languages.
- Having a good understanding of virtualization technologies i.e. VMware Infrastructure.

**Job Title: IT Desktop Support Agent,**

**July 2013 – Feb 2015**

*Ample Softech System PVT. LTD. – Pune, India*

**Job Summary:** Responsible for taking & logging incoming calls & providing efficient customer support for all 1st Line issues relating to Servers, Desktops, Laptops and peripherals. Supporting over 800 users & on average answering 30 IT calls a day.

**Job Responsibilities:**

- Handling incoming incidents via the phone / e-mail promptly and effectively.
- Providing technical support over the phone to all IT users.
- Diagnosing and resolving a wide range of technical issues over the phone.
- Take ownership of a call and seeing it through to closure.
- Escalating calls and issues where necessary to senior managers & team leaders.
- Investigating and implementing ways of reducing calls to the Help Desk.
- Ensuring that all call details are captured and entered in the logging software.
- Updating support documentation.
- Answering & responding to all calls & requests within agreed time scales.
- Keeping customers updated as to progress.
- Provide troubleshooting and configuration support for client desktop and networking environment.
- Document and maintain Help Desk policies and procedures.
- The update and maintenance of the IT service desk authorized user's database.
- Train and supervise other support engineering staff.
- Track, monitor and report on all Help Desk incidents within defined customer service levels

**Key Skills and Competencies:**

- A good working knowledge of all levels of helpdesk support.
- Excellent telephone manner and customer service skills.
- Able to diplomatically manage customer's expectation.
- Experience of setting up and maintaining hardware and software systems.
- Ability to work shifts and weekends - occasional overtime / overnight.
- Having the ability to listen to, understand and defuse difficult situations.
- Experience of working with CAFM systems & multi-line help desk systems.
- Knowledge of all Microsoft office applications and operating systems.
- 24x7 User Support
- ITIL Knowledge
- Google Search.
- Business Ethics.

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**EDUCATION**

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**Masters in Computer Applications:**

**June, 2013**

**Savitribai Phule Pune University** – Pune, India

**Bachelor in Computer Applications,  
University of Kashmir** - Srinagar, India

**Feb, 2010**

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**SOFTWARE EXPOSURE**

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Operating System: Windows Server 2012, 2008, Windows 7/8/8.1/10 & Ubuntu

IT Assets Management: Snipe-IT Assets Management

Helpdesk Software's: Freshdesk & ServiceDesk Plus

Packages: CSi Suit, Adobe Suit, MS Office Suit, Open Office

Data Analysis: SPSS, EPI INFO, STAST

Data Visualization: MICROSOFT POWER BI, TABLEAU

Anti-Virus Kaspersky, Bitdefender, ESAT, and Symantec

Email Clients: MS Outlook and Thunderbird

Cloud Technologies: Microsoft Azure Computing, Google Cloud Computing & Storage, Digital Ocean Computing, Microsoft Office 365 and More.

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## TECHNICAL EXPERIENCE

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ERP Solutions: AscentERP, ERPNext, Odoo [OpenERP]  
CRM: Wordpress  
Web Servers: Apache, Xampp, Wamp Server  
Scripting Languages: Python & PHP  
Web Technology: HTML, PHP, CSS, XML.  
Databases: SQL, MySQL, MS-Access.  
Latest Technology: HTML5, CSS3.  
Other Technology: Networking, SEO, SMO

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## VOLUNTARY ACTIVITIES

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- Ajyal Youth Film Festival Doha Qatar 2016, 2017, 2018
- UCI Road World Championships Doha Qatar 2016
- Diamond League Event Doha Qatar 2016, 2017, 2018, 2019
- ROTA Youth Challenge Doha Qatar 2019
- JLF Doha Qatar 2019

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## ADDITIONAL EXPERIENCE

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- Handling Web Hosting Server for Ascent Software Development Doha, Qatar.
- Designed Listed Website:
  - Ascent Software Development WLL Doha, Qatar [[www.ascentsoft.net](http://www.ascentsoft.net)]
  - Ascent Software Development WLL Doha, Qatar [[www.ascentsoft.qa](http://www.ascentsoft.qa)]
  - Alazizya Chemicals Factory Doha, Qatar [[www.acf.qa](http://www.acf.qa)]
  - Inspire Training Academy Doha, Qatar [[www.inspire.qa](http://www.inspire.qa)]
  - Gulf Pearls Hotel Doha, Qatar [[www.gulfpearlshotel.com](http://www.gulfpearlshotel.com)]
  - Golden Ocean Hotel Doha, Qatar [[www.goldenoceanhotel.com](http://www.goldenoceanhotel.com)]
  - Golden Ocean Hotel Doha, Qatar [[www.goldenoceanhotel.com/hotel](http://www.goldenoceanhotel.com/hotel)]
  - Jalsa Restaurant Doha, Qatar [[www.goldenoceanhotel.com/restaurant](http://www.goldenoceanhotel.com/restaurant)]
  - Architect Mohamed Nabil Lielah [[www.mlielah.com](http://www.mlielah.com)]
  - Bunyan Group Khormaksar, Aden Republic of Yemen [[www.bunyangroup.org](http://www.bunyangroup.org)]
  - Bunyan Construction & Real Estate, Yemen [[www.bunyangroup.org/care](http://www.bunyangroup.org/care)]
  - Kash Techs Pune, India [[www.kashtechs.com](http://www.kashtechs.com)]
  - Nahal Trading and Contracting Hyderabad, India [[www.nahal.co.in](http://www.nahal.co.in)]
  - Qatar Norwegain German WLL Doha, Qatar [[www.qngqatar.com](http://www.qngqatar.com)]
  - Smart Solutions Investment Doha, Qatar [[www.smartsolutionsinvt.com](http://www.smartsolutionsinvt.com)]
  - Research consultation Service Doha, Qatar [[www.rcsqatar.com](http://www.rcsqatar.com)]