

# Abu Sulaith Sulaiman

## IT ENGINEER

AbuDhabi.



### Contact

[YTOWER,ADNEC]  
[ABUDHABI, UAE]  
+971 561201824  
abuttan20195@gmail.com

### Education

Electronics and Communication  
Engineering[2013-2017]  
Anna University,  
Tamilnadu,India.

### Certification

CCNA routing and switching (2017-2020)

CISCO ID : **CSCO13254237**

### Skills

Time Management  
Adaptability  
Problem solving  
Organizational  
Keen Observer  
Critical Thinking

### Applications Used

Outlook  
Office2016  
Visual Basics  
Libre Office  
Vidsys  
ADManagerplus  
mRemote  
McAfee

### Professional Summary

Skilled **IT Engineer with 5years of experience**

in Technical,Network ,System and storage Support. Fast worker able to resolve problems quickly, delivering high levels of satisfaction. Good knowledge in networking.

### Experience

**July 2021-present**

**L1-IT ENGINEER • SecureTech(Abudhabi)**

**SITE : MONITORING AND CONTROL CENTER**

#### IT ENGINEER

- Install and configure Windows and Linux desktop and peripherals and test network connections.
- Handle daily technical support activities on desktops & laptops, networking and server log monitoring.
- Basic troubleshooting in printer and scanner.
- Good knowledge in MS office 2019, office 365, and Open office.
- Install and regular updates on system applications and browsers.
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning
- Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Ensure proper functioning of L2 switch and WIFI Access points.
- Develop and manage effective professional working relationships with co-workers and clients.
- L1 support in Desktops, Laptops, software, and hardware for both internal and onsite clients.
- Monitor the backups, recovery errors, respond to the request regarding the restoration of the DB
- Addressing user tickets regarding hardware, software, and networking issues and resolve issues within given SLA.
- Monitor the event alerts and notify to the concerned team and process the requests from the end users to level 2 and level 3 support engineers.
- Monitor the database related activities, respond calls from the Application support and developments teams.
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user
- Running health check on mail servers, storage units and sending reports to the concerned tea

## Personal Detail

Passport No : P7879310  
Nationality : India  
Job type : full-time  
Date of birth : 20-01-1995  
Age : 27  
Notice Period : 3months

## Languages known

Tamil. ☆☆☆☆☆  
Malayalam ☆☆☆☆☆  
English. ☆☆☆☆☆  
Hindi. ☆☆☆☆☆

July 2018-June2021

IT Support Engineer • Lulu Hypermarket(Kuwait)

- Troubleshooting LAN/WAN and internet connectivity
- Traveling to the client's location or connecting via remote link via Microsoft Team.
- Provided assistance in acquisition and integration for DHCP/DNS service.
- Upgrading patch files in Microsoft server 2008
- Maintain and resolve issues on PABX, biometric, AV systems connections.
- Adding and removing users from Work Group
- Upholding and testing security, blocking unapproved access.
- Assigning IP address for users .
- Installing and maintaining hardware and computer peripherals.
- Installing and upgrading operating systems and computer software
- Installation , Imaging , Troubleshooting POS terminal
- Extend connection using LAN cables
- Connecting printers scanners and IP phones other devices through network
- Installing and troubleshooting Portable Data Terminal ( PDT )
- Validate & approve VPN access for all remote users.
- Support in testing and deployment of new applications and systems

## Personal Qualities

- Excellent written and verbal communication with the ability to communicate effectively to all levels.
- Ability to work as part of a team towards individual and shared goals
- Self-motivated with the ability to work on own initiatives and under pressure
- Ability to handling multiple work and undertake new task quickly
- Staying and Spreading positive vibes around my environment

## References

Syed Ali M  
Private Label Manager  
Lulu Group International  
Abu Dhabi.

Mohammed Badeea  
Line Manager  
SecureTech  
Abu Dhabi.

“Thank you for your time. I look forward to hearing from you in the new future.”

**-Abu Sulaith Sulaiman**