AHAMED ATHUHAM

IT SUPPORT ENGINEER (L1 / L2)

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PROFESSIONAL SUMMARY

IT Support Engineer with 1 year of hands-on experience in L1/L2 support, providing technical assistance across hardware, software, Active Directory, Microsoft 365, SCCM and Windows environments. Skilled in troubleshooting, incident management, remote desktop support, user administration and SLA-based ticket resolution. Experienced with Exchange Online, Teams, SharePoint, DNS, DHCP and VPN connectivity issues. Committed to delivering efficient IT solutions and improving user experience in fast-paced environments.

KEY HIGHLIGHTS

- L1/L2 Support & Technical Troubleshooting
- SCCM, Windows 10/11 & Azure
- 100+ users supported
- Remote Desktop & VPN Support
- 95%+ fir
- ITIL & be

TECHNICAL SKILLS

- IT Support: L1/L2, Help Desk, End User Support, RDP, AnyDesk, TeamViewer
- Operating Systems: Windows 10/11, Windows Server (Basic)
- Microsoft 365: Exchange Online, Teams, SharePoint, Outlook
- Active Directory: Users, Groups, GPO, Password Reset
- Endpoint Management: SCCM, Intune, Patch Management, Antivirus
- Networking: TCP/IP, DNS, DHCP, LAN/WAN, VPN
- Cloud: Microsoft Azure Fundamentals
- Ticketing: ServiceNow, Jira
- Productivity: MS Office, Google Workspace
- Documentation: IT Documentation, Runbooks, Knowledge Base

PROFESSIONAL EXPERIENCE

IT Support Engineer — Wer Business Solutions, Chennai

October 2024 – September 2025 | 1 year

- Resolved 25–30 L1/L2 support tickets daily via ServiceNow covering hardware failures, OS issues and application errors, maintaining a stated 95%+ first-call resolution rate.
- Administered Active Directory accounts for 150+ users, including provisioning, group policy assignments and password resets.
- Managed Microsoft 365 services including Exchange Online, Teams and SharePoint for end users, diagnosing mail flow, licensing and Teams connectivity issues.
- Diagnosed and resolved LAN/WAN, DNS, DHCP and VPN connectivity issues and escalated priority incidents.
- Delivered remote desktop support through RDP and AnyDesk, with an average resolution time stated as under 45 minutes per incident.
- Executed monthly patch cycles and antivirus updates across endpoints using SCCM and maintained IT asset inventory in the CMDB.
- Tracked and closed 500+ tickets over 12 months with SLA compliance and created runbook documentation to reduce repeat-issue resolution time.

PROJECTS

AI Automatic Plastic Detection System — Python, OpenCV, TensorFlow, CNN

Engineered a real-time plastic detection pipeline using Python and OpenCV with a custom-trained CNN model. The supplied project description reports 92% detection accuracy across five waste categories and a live camera UI.

AI-Based CCTV Surveillance System — Python, OpenCV, YOLO, Alert Automation

Built a real-time human detection system for live CCTV feeds with automated SMS/email alerts on intrusion detection and support for four camera zones.

Pharmacy Management System — Java, MySQL, JDBC, Swing UI

Developed a pharmacy management application with drug records, expiry tracking, stock alerts, role-based access and automated reporting.

EDUCATION

Master of Science (M.Sc.) in Information Technology — SRM Institute of Science & Technology | June 2023 – May 2025 | GPA: 8.36/10

Bachelor of Computer Applications (BCA) — SRM Institute of Science & Technology | June 2020 – May 2023 | GPA: 7.96/10

CERTIFICATIONS & TRAINING

- Build a Full Website using WordPress — Coursera
- Datacom — Service Desk Job Simulation — Forage
- NBN Co — Trainee Customer Field Technician Job Simulation — Forage
- Deloitte Australia — Cyber Job Simulation — Forage
- Use Canva to Design Digital Course Collateral — Coursera

ADDITIONAL INFORMATION

Location: Doha, Qatar | Availability: Immediate Joiner | Visa: Work Visa with NOC (Transferable) | Languages: English, Tamil, Malayalam

Public CV version: passport number and national ID number are intentionally excluded for privacy and recruiter-facing use.