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**PERSONAL DETAILS:**

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**DOB** :06 JAN 1991  
**Qatar ID** :29135626743  
**PPNO** :U0911336  
**VALIDITY** :26.01.2030  
**Sex** :Male  
**Nationality** :Indian  
**Languages** :English,  
Malayalam  
Tamil, Hindi

**Marital Status:** Married  
**Religion** : Islam ,Muslim



**RESUME**

**IT TECHNICAL SUPPORT ENGINEER**

**Career Objective**

To have a growth oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and teamwork.

**Career Summary**

An experienced IT Engineer who dedicated and committed to sorting out IT network and infrastructure related issues to ensure effective flow of information.

**Professional Certifications & Trainings**

• **CCNA (Cisco Certified Network Associate)**

Certificate for Computer Networking and CCNA (Routing & Switching)  
ID: CSC012889515

• **ITIL Foundation V4**

ITIL v4 Foundation Certificate in IT Service Management.  
ID: GR671285626AK

• **CompTIA A+**

Certificate for CompTIA A+ Certification Exam Preparatory Course

• **Microsoft Certifications**

**Microsoft Certified: Azure Administrator Associate (AZ-104)**

**Microsoft Azure Architect Technologies (AZ-303)**

**MCSE (Microsoft Certified Solutions Expert: Cloud Platform and Infrastructure)**

**MCSA (Microsoft Certified Solutions Associate: Windows Server 2016)**

Certification Exam Preparatory Course

## Professional Experience



### 1) **QATARMUSEUMS AUTHORITY**

Job Profile : Multimedia Coordinator II  
Locations : **Qatar Museum (MIA, Al-Riwaq, M7, Fire station, Katara)**  
July 2022 – Present

#### Reference:

##### **Al Jazi Khalid Al Thani**

Head of Exhibitions Design & Build Section  
Exhibitions Department  
[akalthani@qm.org.qa](mailto:akalthani@qm.org.qa)  
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As a Multimedia Coordinator, I provide technical support and management for multimedia equipment, including cameras, audio recording devices, lighting, and video. I collaborate with content creators to ensure technical standards are met during the production process, and I conduct tests and quality checks on multimedia equipment to maintain optimal performance. I also troubleshoot hardware and software issues, ensuring quick resolution to minimize disruptions. Additionally, I coordinate equipment rental or procurement as needed for specific projects, and I stay informed about the latest technologies and industry trends, sharing knowledge with team members. I am passionate about enhancing the cultural and educational value of Qatar Museums through multimedia.

#### **Technical Skill:**

- Provide technical support for multimedia equipment, including cameras, audio recording devices, lighting, and video software.
- Troubleshoot hardware and software issues, ensuring quick resolution to minimize disruptions.
- Manage and maintain multimedia equipment, including regular inspections, updates, and repairs.
- Coordinate equipment rental or procurement as needed for specific projects. Conduct tests and quality checks on multimedia equipment to maintain optimal performance.
- Collaborate with content creators to ensure technical standards are met during the production process.
- Stay informed about the latest technologies and industry trends, sharing knowledge with team members.
- Work closely with content creators, designers, and project managers to understand technical requirements and specifications.
- Collaborate with IT and AV teams to integrate multimedia systems with existing technology infrastructure.
- Create and maintain technical documentation for multimedia equipment, processes, and troubleshooting procedures.
- Conduct tests and evaluations of new multimedia technologies and tools. Make recommendations for upgrades or replacements based on performance and organizational needs.
- Collaborate with cross-functional teams to identify and address technical challenges in multimedia production.
- Work proactively to find innovative solutions and improve workflows.

## 2) **QATAR MUSEUMS AUTHORITY (INFOBHANSYSTEM'S CLIENT)**

Job Profile : IT Technical Support Engineer  
Locations : **QM Tower**, National Museum of Qatar (**NMOQ**),  
Museum of Islamic Arts (**MIA**),  
**Fire station** - Artist In Residence



July 2017 – 2022

Reference :

Sajeer Thazhekandiyil (Senior Technical Support Engineer - QMA)

[sthazhekandiyil@qm.org.qa](mailto:sthazhekandiyil@qm.org.qa)

+974 4402 8212

Shaju Asarikal (Senior System Specialist - QMA)

[shajuatly@qm.org.qa](mailto:shajuatly@qm.org.qa)

+974 4402 8218

Provided All kind of IT support for 1500+ user's remotely and physically in different museums and sites under QMA. Focal point of All IT Related issues, requests and requirements. Assisting senior IT Management in developing and implementing IT Strategy. Involved in WINDOWS 10 and OFFICE 365 migration project, Implementation of Microsoft Dynamics AX, Recreate POS system, CISCO ISE, etc.

### **Technical Skills**

- Installation and configuring of corporate level Desktops and laptops (Windows & Mac).
- Active Directory User Profile and Microsoft exchange email configurations.
- Supporting users and network administrators over the telephone and by email.
- Manage Engine Service desk plus 9.3 and 10.0
- Windows and Mac Applications Support and Troubleshooting.
- Maintain the company's network infrastructure.
- Responsible for networking, design, installation, and maintenance services
- Providing support for Windows and Macintosh desktops, iMacs, MacBook pro, iPhone, iPad, Android Devices.
- Installation, Support and troubleshooting of Microsoft Software and Applications for Windows (MS Office 2007, 2010, 2013, 2016, Office 365) and Mac (MS Office 2008, 2011, 2016)
- Installing, configuring, and maintaining of different types of Network and Local printers (Nashua Tec, HP, canon, OKI, sharp, Konica Minolta, etc....)
- Printer Application Support (MY Q, Papercut, Epson, Zebra Barcode, Boca, etc.)
- Installation, Support and troubleshooting of Different Software for Windows and Mac (Adobe CS2, CS5, CS 5.5, CS6, CC, AutoCAD, Vectorworks, Filmmaker, Rhinos etc.)
  - Installation and support of different Applications for windows and Mac (EMU, **Dynamics AX, POS, QCHIMS, ARCGIS, FILENET, FILE MAKER, Odyssey Access Client, ReCreateX, FAX(FileZilla) Mac A f e e** (e-Policy orchestrator 9.5) Parallel desktop, Workflow, Symphony, ODBC, MC, EMC, etc.)
- Support for Portals in Windows and Mac (Mawere, Q M P o r t a l, Q L M S, E B S, P r o d a p p, Primavera, DAM, MOF, etc.)
- Mobile Application Support for Android, iPhone, iPad, etc. (Mawere d2, Metrash, Email, etc.)
- Meeting Room and Events Support for AV Setup (Projector, TV, laptop, Mac mini, microphone, Speaker, etc.)
- Meeting Room Support (Cisco WebEx, Skype, Conference Call, Goto meeting, etc.)
- Remote Application Support (VNC, Windows Remote desktop, Windows Remote assistance, MCS D remote agent, WebEx Remote, etc.)
- Virtual Desktop Applications Support (Parallel desktop, VirtualBox, etc.)
- Configuration and testing of any new hardware and software

- TCP/IP networking and hardware maintenance and repair.
- Applying patches in accordance with company procedures.
- Installing and managing of different network devices (Cisco IP Phones, Cisco WIFI access points, Network Switches, etc...)
- Email clients (Microsoft Outlook, 2007, 2010, 2013, 2016, office 365, etc...)
- Add and remove Backup Data Tapes from IBM tape library.
- OS Migration (from Windows 7 to Windows 10).
- Installing and supporting POS machines and Ticketing systems for Giftshop, café, restaurant, Museum reception, etc.
- Managing the shifting and movement of IT related equipment and devices

**3) OATAR PETROCHEMICAL COMPANY – OAPCO  
(INFOBHAN SYSTEM'S CLIENT)**

Job Profile : IT Service Desk



Answering Phone calls from users and Support through phone, Remote and Direct visit. Installing and Configuring PC, laptop, IP Phones, printers during migration and shifting. Meeting room Support (laptop, projector, TV, Audio system). Prepare and install corporate level Desktops.

**4) INFOBHAN SYSTEMS & SERVICES, DOHA, OATAR**

Job Profile : IT Engineer

March 2015 – 2017



Provided all type of IT support for 50 + client companies remotely and physically. Assist in the design and management of specific development networks. Provide general support for IT development areas, including provision of support for projects and the implementation of new products.

**Technical Skills**

- Good technical knowledge about working of major networking & hardware components.
- Ability to explain technical issues clearly to non-technical colleagues.
- Provide functional and technical support, troubleshooting and diagnosing hardware and software problems.
- Knowledge over LAN Switching, VLANs, VPN, Wan Interface Configuration.
- knowledge on IP addressing schemes
- Design and installation of LAN network according to user requirements.
- Inspect LAN infrastructure and fix minor or major problems.
- Experienced in installing, handling, and troubleshooting network printers and scanners.
- Cisco IP phones handling, setup, initial configuration, and troubleshooting.
- Experienced in creating, testing, troubleshooting corporate level Desktops.
- Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.
- Installation, configuration and troubleshooting of the mail client Microsoft Outlook and web mail configuration.
- Install well-functioning computer networks, connections, and cabling.
- Installation, configuration and troubleshooting of network routers and access point.
- Experienced on various types of network cables patching, crimping, punching, and using of cable checker, tester, etc.
- Knowledge in Installing, initial configuration windows server OS and creating Active directory domain controller.
- Install, upgrade, support and troubleshoot windows XP, Win 7, Vista, 8, 8.1 and 10, Microsoft Office and any other authorized desktop applications.
- Supporting manager level and above users over mail and phone when they were out of office.
- Remote administration using Team viewer, any desk, Remote Desktop



## 5) APPLIED FORWARDING PTV.LTD, SINGAPORE

Job profile: Desktop  
Support Engineer  
September 2013 –  
2015

System formatting and installation of OS and Software, Assembling Desktop PC, Laptop components, Troubleshooting & solving Network, Hardware & Software problems, BIOS Setup & Booting, Data Backup and Resetting PC, Laptop.

### Technical skills

- Knowledge in Deploy, configure, and maintain computation on Azure cloud
- Troubleshoot issues and engage with teams and vendors for issue resolutions.
- Develop and implement new process and provide documentation of it
- Good knowledge about Active Directory, DHCP, DNS, IP, Sub Nets, VPNs, VLAN, Network routing, firewalls, LAN/WAN switching and Backup & Recovery, File & Print Server, FTP Server.
- Knowledge about Network Topologies, Connectors, Cable, and Wiring standards, Network protocols, different ports, and port numbers. Networking tools and safety.
- Experience in Windows Servers (Windows server 2008, 2012, 2016)
- Knowledge about configuration and troubleshooting commands of network components.
- Good knowledge in different layers of OSI model and TCP/IP model.
- Implementing, administering, and troubleshooting network infrastructure devices including firewalls, routers, switches, wireless access points and applications.
- Knowledge in IPV4, IPV6, Sub-netting.
- Knowledge on Configuring DNS, DHCP, RIP, OSPF, EIGRP, VLAN, VTP, etc....
- Strong Knowledge in Configurations of Routers and Switches and Troubleshooting.
- Good knowledge in Spanning tree protocols, Access Lists, NAT Configuration in routers.
- Excellent Trouble shooting skills in all kinds of Network and Router problems
- Outlook Configuration Exchange 365, Web Mail Configuration.
- Installation, configuration, and troubleshooting of Active Directory services.
- Configuration of Network protocols and service, TCP/IP Networking and Routing.
- WIFI access point and router configuration and maintenance.
- IP Telephone installation and troubleshooting

### Extra Skills:

**Qatar Museum Archeological and Cultural Heritage Related Applications ArcGIS, QCHIMS, QGIS, GIS, Google earth, and Database Maintenance Support, Microsoft Access installation Update and virtual Support.**

### Computer Proficiency

- Design : Basics of CAD/CAM
- Languages : Basics of C Programming
- Operating System : Windows, Linux, Android, Mac OS, IOS, etc.,
- Software : AutoCAD, Solid Works, Basics of Adobe Photoshop, Microsoft Tools, MS Office

## Academic profile

QUALIFICATION	UNIVERSITY	COURSE DURATION
MASTER OF SCIENCE IN BUSINESS INFORMATION TECHNOLOGY	UNIVERSITY OF WALES (SINGAPORE)	2011-2013
BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY	BHARATHIAR UNIVERSITY (TAMIL NADU, INDIA)	2008-2011

## Personal Skills

- Positive attitude.
- Quick learner.
- Ability to work individually and in a team.
- Willing to adapt to challenging work conditions.
- Good listener.
- Hardworking.
- Good in Time management.
- Having good exposure to fundamental aspects of engineering industries.

## Driving

Driving License : Qatar, Singapore, India  
Type : Light Motor Vehicles.

## DECLARATION

I hereby declare that all the above written facts are true to the best of my knowledge and belief.

**ABUTHAHIR K A**