



ARBAB TAHIR

IT Support Specialist



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Manama Seef

ABOUT ME

Highly motivated and results-driven IT Support Specialist with 5 years of experience in system maintenance, network troubleshooting, and hardware/software deployment. Proven ability to rapidly diagnose and resolve complex technical issues, ensuring minimal downtime and optimal system performance for enterprise environments. Dedicated to continuous learning and providing exceptional user support.

EDUCATION

2020 - 2024

Aiou Universty

Bachelor of Science in Computer Science

Bachelor of Science in Computer Science (BSc CS) Allama Iqbal Open University (AIU), Islamabad, Pakistan 2020 – 2024 (Expected) GPA: 4.0

- Key Areas of Study: Object-Oriented Programming (OOP), Data Structures and Algorithms, Database Systems (SQL), Operating Systems, Software Engineering, and Computer Networks.
- Specialized in independent learning and time management, successfully completing rigorous coursework through the distance learning model.

EXPERIENCE

Present Working Experience

Bahrain Dynamic Technology, Bahrain IT Support Specialist 2024 – Present

- Provide immediate L1 and L2 technical support for corporate employees and internal systems, maintaining a resolution rate of 95% for all service tickets.
- Manage and maintain the organization's network infrastructure, including Wi-Fi access points, switches, and firewalls, ensuring high availability and security.
- Administer user accounts and security permissions across Active Directory and Microsoft 365 services.
- Execute routine backup and disaster recovery procedures to safeguard critical business data and ensure business continuity.
- Conduct hardware diagnostics, repairs, and upgrades for desktops, laptops, and peripheral devices.

Professional Experience

Rainbow Cash & Carry, UAE IT Support Specialist 2019 – 2024

- Served as the primary technical point of contact for over 150 staff members across multiple retail locations, providing comprehensive IT support over a 4-year tenure.
- Managed the deployment, configuration, and maintenance of Point-of-Sale (POS) systems, scanners, and inventory management software.
- Successfully migrated the company's file server environment, improving data access speeds and security protocols.
- Developed and delivered technical training materials to end-users, reducing recurring support requests by 20%.
- Performed preventative maintenance on all IT equipment, extending the lifespan of company hardware assets.

KEY TECHNICAL SKILLS

Operating Systems: Windows Server (2016/2019), Windows 10/11, macOS, Linux (Basic)

Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN setup and troubleshooting, Cisco/Ubiquiti devices

Software/Tools: Microsoft 365 (Exchange, SharePoint, Teams), Active Directory, PowerShell Scripting (Basic), Ticketing Systems (Jira, Service Now)

Hardware: Desktop/Laptop troubleshooting, Server racks, Printers, Peripherals, POS systems

Cloud: Basic knowledge of Azure/AWS administration