

Ahsan Ali Jatoi

IT Support Engineer

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Objective

Results-driven IT Support Engineer with 9+ years of experience providing technical support and resolving complex IT issues. Skilled in troubleshooting hardware and software problems, network and server maintenance, and ensuring the optimal functioning of IT systems. Committed to delivering exceptional customer service and meeting organizational objectives.

Experience

Al-Futtaim Group (Dubai | Abu Dhabi) | IT Support Engineer

Apr 2024 – Jun 2024

- Managed IT projects with IT team across **UAE**, establishing operational conditions.
- Provided support to 500+ Staff member for a wide range of Microsoft Windows Environment.
- Diagnose and troubleshoot system and network problems, software faults or hardware complications.
- Providing stable IT environments for all branches by collaborating with local IT Team.
- Installed and maintained Laptop, software, and networks in various locations.
- Provided operational support to internal departments and external suppliers

ABIC System (Karachi, PK) | IT Support Engineer

Jun 2021 – Oct 2023

- Managed **USA IT** operation with IT team, establishing operational conditions.
- Managed offshore office task taking calls resolving tickets to run smooth operation.
- Managed and supported network infrastructure, troubleshooting routers, switches, door lock, DVR, Remote support, IP Phones and firewall.
- Experience with Installing and Manage Active Directory creating user accounts.
- Managed **T-Mobile & METRO USA Stores** DVR | NVR by using HikCentral, DW Spectrum and Cam Viewer.
- Diagnose and troubleshoot system and network problems, software faults or hardware complications.
- Providing Support to Dental Billing Department to ensure smooth running operations installing software And troubleshooting resolving problem.
- Provided stable IT environments for store systems by collaborating with local IT Team.
- Provided telephone and email support to customers to troubleshoot their problems.
- Installed and maintained computer hardware, software, and networks in various locations.
- Provided operational support to internal departments and external suppliers.
- Ensure Conference Room equipment perfectly working for meeting setup Logitech Meetup.

BERLITZ Pakistan (Karachi, PK) | IT Support Engineer

Jan 2021-Jun 2021

- Provided stable IT environments to all campus across Pakistan.
- Managed and supported all Branches across Pakistan. Network infrastructure, troubleshooting routers, Switches, IP Phones and Servers (Hyper-V | VMware)
- Provided operational support to internal departments and external suppliers.
- Ensured accurate and up-to-date filing systems and archive records.

Murshid Hospital & Health Care Centre (Karachi, PK) | IT Executive**Mar 2019- Oct 2020**

- Provided stable IT Support to Hospital Operation departments.
- Managed School of Nursing Network, Computer, Projector, Classes and Lab.
- Designed solutions in line with overall IT system architecture.
- Controlled, investigated, and resolved technical issues.
- Maintained backups of critical system data.
- Controlled computer systems budgets and expenditures.
- Installed and maintained computer hardware, software, and networks.
- Provided operational support to internal departments and external suppliers.
- Organized and attended local and national events.
- Used Microsoft Office packages to produce reports.
- Ensured accuracy and up-to-date filing systems and archive records.

Shah Medical Center (Karachi, PK) | IT Executive**Dec 2018- Jan 2020**

- Manage and support Hospital Operation; troubleshooting routers, switches.
- Problem solving with IT partners, on site work to the critical system failures for sooner solving.
- Managed Website and Social Media Accounts.

Paradise Courier & Logistics & Paradise Books (Karachi, PK) | IT Executive**Sep 2014- Oct 2018**

- Installed and maintained computer hardware, software, and networks in various locations.
- Provided operational support to internal departments and external suppliers.
- Organized and attended local and national events.
- Used Microsoft Office packages to produce reports.
- Controlled, investigated, and resolved technical issues.
- Designed solutions in line with overall IT system architecture.
- Provided telephone and email support to customers to troubleshoot their problems.

Education

Bachelor's in Computer Science

Emaan Institute of Management & Science (Karachi, PK)

Information System Management Diploma

APTECH Computer Education (Karachi, PK)

Intermediate

Karachi Board (Karachi, PK)

Matriculation

Karachi Board (Karachi, PK)

Skills & abilities

- Management
- Problem solving
- Communication
- Leadership
- Multitasking

Windows 7,8,10,11 | Mac & Linux | Network Printer | Scanner | Remote Support | DVR,NVR | IP Phones | Server Installing | Troubleshooting | Thermal & Zebra Label Printer | Office 365 | Network Sharing.

Personal Information

VISA Status: Own Visa till Oct 2025.

Driving License: In Progress.