RIZWAN ALAM

IT Support Engineer

Desktop Support | Help Desk (L1) | Laptop and Mobile Repair | Active Directory | Microsoft 365

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PROFESSIONAL SUMMARY

Dedicated and customer-focused IT Support Engineer with a Bachelor of Technology in Computer Science Engineering and hands-on experience in desktop support, laptop and mobile device repair, hardware troubleshooting, software installation, printer management, Active Directory, Microsoft 365 and end-user support. Experienced in diagnosing hardware, software, printer and basic network issues while keeping downtime to a minimum. Brings strong analytical, troubleshooting and customer service skills and a commitment to delivering reliable IT solutions. Based in Abu Dhabi, UAE, on an employment visa.

CORE SKILLS

IT Support: IT Help Desk, Desktop Support, First-Level (L1) Support, End-User Support, Remote Support (AnyDesk, TeamViewer), Asset Inventory Management, Preventive Maintenance

Windows and Identity: Windows 10/11 Administration, Windows Server (Basic), Active Directory User Management, Password Resets, Shared Folders and Permissions, OS Deployment and Imaging

Microsoft 365: Microsoft 365, Microsoft Office, Outlook Configuration, Email Troubleshooting

Hardware and Repair: Laptop and Desktop Repair, Mobile Device Repair, Hardware and Software Troubleshooting, Software Installation, Component Replacement (RAM, SSD, HDD, Display, Keyboard, Battery, Charging Port)

Networking: LAN/Wi-Fi Troubleshooting, TCP/IP, DNS, DHCP, Basic Firewall and Router Configuration

Devices and Security: Printer Installation and Management, Network Printer Deployment, CCTV and Biometric Support, Antivirus Installation, Virus Removal, Data Backup and Recovery

KEY STRENGTHS

- **Customer service:** first point of contact for end users and repair customers.
- **Analytical troubleshooting:** diagnoses hardware, software, printer and network faults step by step.
- **Minimal downtime:** focuses on quick, reliable fixes that keep people working.
- **Organized and accountable:** keeps accurate repair records and an up-to-date IT asset inventory.

PROFESSIONAL EXPERIENCE

Laptop and Mobile Technician

May 2026 – Present

Tech Mart

- Diagnose and repair hardware and software faults on laptops, desktops and mobile devices.
- Install and configure Windows operating systems and software.
- Replace RAM, SSD, HDD, keyboards, displays, batteries and charging ports.
- Perform virus removal, system optimization, data backup and antivirus installation.
- Provide technical support to customers and maintain accurate repair records.

IT Support Engineer

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- Provided first-level (L1) support for hardware, software, printer and network issues.
- Installed, configured and maintained Windows operating systems and business applications.
- Managed Active Directory user accounts and password resets.
- Configured Microsoft Outlook and troubleshot email issues.
- Installed and managed local and network printers.
- Troubleshot LAN/Wi-Fi connectivity and TCP/IP, DNS and DHCP issues.
- Assisted with Windows Server administration, shared folders and permissions.
- Delivered remote support to users through AnyDesk and TeamViewer.
- Supported CCTV and biometric devices.
- Maintained the IT asset inventory and performed preventive maintenance.

EDUCATION

Bachelor of Technology (B.Tech), Computer Science Engineering 2019 – 2021
Patel College of Science and Technology

Diploma in Computer Science and Engineering 2016 – 2019
Integral University

Secondary School Certificate (SSC)
S. S. Public School | CGPA: 9.0

TECHNICAL ENVIRONMENT

Operating Systems: Windows 10, Windows 11, Windows Server (basic administration)

Identity and Productivity: Active Directory, Microsoft 365, Microsoft Office, Microsoft Outlook

Remote Support Tools: AnyDesk, TeamViewer

Hardware: Laptops, Desktops, Mobile Devices, Local and Network Printers, CCTV Cameras, Biometric Devices

Networking: LAN, Wi-Fi, TCP/IP, DNS, DHCP, Routers and Firewalls (basic configuration)

Security and Data: Antivirus Software, Virus Removal, Data Backup and Recovery

LANGUAGES

English | Hindi | Urdu

ADDITIONAL INFORMATION

Location: Abu Dhabi, United Arab Emirates

Visa Status: UAE Employment Visa

Portfolio: rizwan-alam-portfolio.pages.dev

> References available on request.