



# Shamsheer Ahamed CK

**Date of birth:** 13/11/1998 | **Nationality:** Indian | **Gender:** Male | **Phone number:**

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## ABOUT ME

Detail-oriented and proactive Desktop Support Engineer with 3+ years of experience delivering L1 and L2 technical support in fast-paced enterprise environments. Skilled in Windows administration, Microsoft 365 support, Intune, SCCM, endpoint security, and network troubleshooting. Strong background in resolving high-volume support tickets, improving system reliability, and ensuring user satisfaction. Adept at collaborating with cross-functional IT teams to implement upgrades, security controls, and deployment automation.

## WORK EXPERIENCE

**DESKTOP SUPPORT ENGINEER L2 – PROGRESSIVE INFOVISION PVT LTD.(WIPRO)** – 06/05/2024 – 10/08/2025 – ERNAKULAM, INDIA

- Resolved and prioritized ServiceNow tickets, ensuring 95% SLA compliance.
- Troubleshoot hardware, software, and networking issues across multiple departments.
- Coordinated with Network, Security, and Server teams to diagnose complex issues.
- Implemented OS deployments using SCCM, Intune, and Autopilot for new enrollments.
- Supported virtualization tools including VMware, Citrix, AWS Workspaces, AVD.
- Performed security patching and system updates in alignment with IT security guidelines.
- Managed endpoint protection tools (DLP, ClearPass OnGuard, Netskope) ensuring compliance.
- Configured Outlook (O365/2019), user profiles, PST migration, and mailbox troubleshooting.

**DESKTOP SUPPORT ENGINEER – VAYAM INFO SOLUTION PVT LTD.** – 28/09/2022 – 30/04/2024 – ERNAKULAM, INDIA

- Provided end-user support for desktop systems, peripherals, and network-related issues.
- Assisted with network infrastructure support including routers, switches, and firewalls.
- Installed and configured antivirus systems and applied patch updates.
- Performed installation and troubleshooting of ILINK Web and ITCM client.
- Delivered hardware/software troubleshooting, printer support, and Windows administration.
- Handled system upgrades and ensured stable workstation operation.

**IT SUPPORT ENGINEER – ABATE - AS GROUP OF COMPANIES** – 12/02/2022 – 01/09/2022 – PERINTHALMANNA, INDIA

- Managed daily IT support tasks including system updates, hardware diagnostics, and software installation.
- Installed and maintained printers, scanners, card readers, and office peripherals.
- Logged and tracked issues via ticketing system, ensuring timely resolution.
- Prepared reports and Excel-based summaries for management review.
- Supported Zoho applications including user account creation, troubleshooting, and integration.
- Performed basic firewall and antivirus monitoring

## EDUCATION AND TRAINING

01/06/2017 – 31/03/2020 Calicut, India

**BACHELOR OF COMMERCE** Calicut University

01/07/2021 – 20/11/2021 Kochi, India

**DIPLOMA IN NETWORK ENGINEERING** Smec Labs Kochi

**Field of study** CCNA, CCNP, MCSA

## ● LANGUAGE SKILLS

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Mother tongue(s): **MALAYALAM**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C2	B2	B2	C2
<b>HINDI</b>	C1	C2	A1	A2	B1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● SKILLS

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Hardware & Peripheral Device Installation & Maintenance | Network Security Management (Firewall, Antivirus) | Desktop System Support & Troubleshooting | Software Installation & System Upgrades | Microsoft 365 Support (Outlook, Ms Teams) | System Integration & Customization | IT Procurement & Inventory Management | Website Maintenance & Updates | Python, Django | microsoft azure administration | SCCM