sameer P

IT Specialist

CONTACT

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📍 Kuwait, Kuwait City

PERSONAL INFO

- Driving licence: Kuwait

PROFESSIONAL SUMMARY

To apply the expertise and experience I have gained over the past 9 years in Information Technology, to add value to your esteemed organization and integrate my creative skills in dynamic and challenging environment.

EXPERIENCE

Senior IT Support

Acico Group / Kuwait

2015 - 2024

As the Senior IT Support at Acico Group in Kuwait from 2015-06 to 2024, I was responsible for overseeing the IT department and ensuring the smooth functioning of all technological systems within the company. My role included providing technical support to employees, maintaining hardware and software, and implementing new technologies to improve efficiency.

- Managed IT department
- Provided technical support
- Maintained hardware and software
- Implemented new technologies.
- Configuration and troubleshooting of MS outlook 2016 and 365.
- Mange all its assets and keep the records for assets movement on our internal application service desk.
- installing, Configuring and Administrating Microsoft Windows 7/10, Windows Server Std 2016, OS/Mac OS.
- Collaborated with account management team to develop unified approach with "at risk" clients.
- identified, analyzed and resolved hardware, software or application issues to ensure uninterrupted operation.
- Prepare meeting rooms and MS teams meeting.
- Implemented hardware, software and system upgrades and weekly maintenance..

IT Specialist

AbbVie Pharmaceutical Manufacturing / Kuwait

2024 - 2024

As an IT Specialist at AbbVie Pharmaceutical Manufacturing, I was responsible for managing and maintaining the company's IT systems and infrastructure. This included troubleshooting technical issues, implementing new software and hardware, and ensuring the security and efficiency of all systems.

- Oversaw daily operations of IT systems
- Implemented new software and hardware

- Ensured security and efficiency of systems

- Troubleshot technical issues

IT Officer

Stock Exchange Kuwait / Kuwait

2013 - 2015

During my time as an IT Officer at Stock Exchange Kuwait, I was responsible for overseeing the technological infrastructure of the company and ensuring its smooth operation. This role required a strong understanding of various software and hardware systems, as well as the ability to troubleshoot and resolve any technical issues that arose.

- Managed and maintained company's IT systems

- Implemented new technology solutions to improve efficiency

- Provided technical support to employees and clients

- Conducted regular system updates and backups

IT Helpdesk Support

Kuwait University / Kuwait

2011 - 2013

I have worked as an IT Helpdesk Support for the past two years, providing technical assistance to employees and resolving computer-related issues. I am proficient in troubleshooting hardware and software problems and possess excellent communication skills to effectively assist users with varying levels of technical knowledge.

EDUCATION

Bachelor's Degree, BCA

Bachelor's Degree, BCA, India

2007 - 2010

SKILLS

Troubleshooting

Technical Support

Microsoft Office

System Administration

IT Infrastructure

Virtualization Technologies

System Security