

Ajmal.B

IT ADMIN & NETWORKING

Doha, Qatar

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About Me

Detail-oriented and technically skilled IT Support professional with 7 years of experience in troubleshooting, maintaining, and supporting IT systems across hardware, software, and network platforms. Proven ability to provide efficient technical assistance, manage IT assets, and ensure minimal downtime. Adept at end-user support, system configuration, ELV systems, and routine maintenance, with a strong focus on problem-solving and customer satisfaction. Committed to maintaining secure and optimized IT environments in fast-paced business settings.

Technical Skill

- **System Installation & Support:** Proficient in Opera PMS installation, printer setup (Canon, HP), Windows 365 deployment, and Outlook configuration.
- **Firewall & Network Security:** Skilled in Fortinet Firewall configuration, inter-VLAN routing, and implementing secure network access.
- **Networking:** Experienced in configuring and troubleshooting routers, switches, VLANs, and routing protocols (EIGRP, OSPF, RIP v2); strong knowledge of TCP/IP subnetting and IP management.
- **Server & Directory Services:** Hands-on experience with Active Directory (ADDS), Group Policy management, and domain troubleshooting.
- **ELV & Access Control Systems:** Installation and configuration of door lock systems, biometric devices, encoder programming, and staff access management.
- **IPTV & Telephony:** Proficient in IPTV setup, channel configuration, and Avaya IP Telephone installation and termination.
- **ATM & Banking Devices:** Skilled in installing and maintaining NCR & Wincor ATMs, card readers, encrypted PIN pads (EPP), journal/receipt printers, pick lines, bill validators, and cassette configurations.
- **CCTV & Surveillance Systems:** Configuration of IP-based CCTV systems using specialized tools.
- **Preventive Maintenance & Troubleshooting:** Strong capability in hardware diagnostics, software troubleshooting, and preventive maintenance across various platforms.
- **Customer Support:** Adept at providing end-user support for Wi-Fi, IPTV, and telephone systems in hospitality and enterprise environments

Education

- **Graduation in BTEC** - July 2016
  University of Kerala.

- **Higher Secondary XII** -March 2012
  Kerala Board of Higher Secondary Examination

- **Matriculation / CBSE** - March 2010
  Kerala Board of Secondary Examination

WORK EXPERIENCE

- Opera PMS installation, opera printer adding, Java configuration.
- Micros POS adding Revenue center items etc.
- Printer installation Canon, HP, thermal printer configuration etc.
- troubleshooting, windows 365 installation & outlook configuration.
- Fortinet Firewall configuration.
- ADDS, Group policies troubleshooting.
- material controller MC installation.
- IP TV (Hoist group) adding channels and re-arrangement channels.
- Door lock installation, encoder handling,
  Software VISION LINE adding new staff, and renewing Expire Access ID.
- Biometric device installation, adding new staff.
- Avaya IP Telephone configuration and termination adding users.
- Guest assistance for the Wifi, Telephone, and IPTV
- Hardware Troubleshooting
- Network Switch Vlan Troubleshooting, Port Tagging.
- Software Installation Troubleshooting

Network Experience

- Configuration and troubleshooting of routers, switches and Access points (AP).
- Manageable Switch without password Breaking
- Cloning with out lose data's. system Password breaking without data lose
- Configuration and troubleshooting of routing protocols like EIGRP, OSPF RIP v2,
- Configuration of redistribution between various protocols.
- TCP/IP subnetting and configuring IP addresses.
- Managing FortiGate Firewall.
- Huawei Controller managing.
- CCTV IP Camera Configuration Using all configuration, Tools.

EXPERIENCE

- **IT Admin in SapphirePlazaHotel Bin Mahmood 2023 to 2026**
- **Experience in NETWORK ENGINEER in Oryx Security System Doha, Qatar 2022 to 2023.**

Project: Hik vision camera installation & configuration Doha Exhibition Center (DEC)
Project: wisnet camera installation, GI piping, planning, Patch panel Termination,
Optical Fiber fusion splicing and configuration
in **AAB TOYOTA** Wukair Yard, street 34,38, Salwa spare parts

- **Experience in IT SUPPORT in FIFA World Cup 2022 in MANNAI Doha, Qatar**

Project: HAYYA SOFTWARE and PRINTER Installation Troubleshooting

- **Experience in TECH SUPPORT in Allied Enterprises Doha, Qatar**

Project: Access Point Installation in Teyseer accommodation
Project: Patch panel Termination server rack arrangement in Rafeek mart office Lusail

- **Experience as IT support in the Arab Cup 2021 in MANNAI Doha, Qatar**

Project: HAYYA SOFTWARE and PRINTER Installation Troubleshooting

- **Experience as IT CCTV Technician in G4S Qatar 2017 to 2021**

COMPUTER SKILLS

- Microsoft Office 365
  Hospitality Software PMS, Adria Scanner ,IP TV

LANGUAGES

- English
- Malayalam
- Tamil
- Hindi
- Arabic

PERSONAL DETAILS

- Date of birth : 25 Feb 1994
- Gender : Male
- Nationality : Indian
- License : Valid Qatar License
- Visa Status : Valid Qatar Visa with NOC

DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

AJMAL B