

Ahamed Athuham

IT Support Engineer | Microsoft 365 | Active Directory | Azure | ServiceNow | Network & Cloud Support
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[LinkedIn](#) ◇ [Portfolio](#) ◇ [Website](#)

PROFESSIONAL SUMMARY

Results-driven IT Support Engineer with a strong background in system administration, network troubleshooting, and cloud technologies. Skilled in Active Directory, Microsoft 365, Windows/Mac OS, VPN, and ITSM tools (ServiceNow, Jira). Experienced in LAN/WAN configuration, DNS/DHCP management, Azure, and virtualization platforms (VMware, Hyper-V). Adept at providing efficient technical support, maintaining uptime, and improving user satisfaction. Passionate about leveraging global IT standards to deliver scalable and secure IT solutions.

TECHNICAL SKILLS

System Administration: Windows 10/11, macOS, Active Directory, Group Policies, Office 365, Patch Management, Antivirus Monitoring
networking: LAN/WAN, TCP/IP, DNS, DHCP, VPN, Remote Desktop, Secure Connectivity, Network Configuration & Troubleshooting
Cloud & Virtualization: Microsoft Azure, VMware, Hyper-V, Cloud Backup, Storage & Security Management
ITSM & Tools: ServiceNow, Jira, Ticketing Systems, IT Asset Management, Compliance Audits
Hardware & Devices: Printers, Scanners, Peripherals, Device Setup & Maintenance
Soft Skills: Problem Solving, Customer Service, Team Collaboration, Communication, Quick Learning

EXPERIENCE

IT Support Engineer (Intern) Oct '24 — Mar '25
Wer Business Solutions Chennai, India

- Assisted in network setup, LAN/WAN troubleshooting, and system upgrades across enterprise systems.
- Provided remote technical support via VPN and Remote Desktop, achieving 95% ticket resolution within SLA.
- Performed system patching, antivirus updates, and IT compliance audits, ensuring 100% policy adherence.
- Managed IT asset inventory, improving tracking accuracy by 25% through systematic documentation.
- Supported network monitoring and proactive maintenance, reducing downtime by 15%.

EDUCATION

Master Of Science in Information Technology (MSC IT), SRM Institute Of Science & Technology Jun '23 — May '25
(GPA: 8.36/10) Chennai, India

Bachelor Of Computer Applications in (BCA), SRM Institute Of Science & Technology (GPA: 7.96/10) Jun '20 — May '23
Chennai, India

PROJECTS

Pharmacy Management System, SRM University Jan '23 — May '23
Chennai, India

- Developed a full-stack pharmacy management application using Java and MySQL, improving efficiency by 30%.
- Integrated secure database operations and built a responsive front-end with HTML, CSS, and JavaScript.

Deep Vision Plast – AI-Powered Plastic Detection, SRM University Jan '25 — May '25
Chennai , India

- Designed a computer vision model achieving 92% detection accuracy for plastic identification.
- Applied machine learning and image processing techniques to reduce error rates by 18%.

CERTIFICATIONS

Datacom – Service Desk Job Simulation, Forage Sep '25

Deloitte Australia - Cyber Job Simulation, Forage Sep '25

NBN Co - Trainee Customer Field Technician Job Simulation, Forage Sep '25

Real World Analytics: Solving Problem with Data, SRMIST Aug '24

Monitor Windows Server performance, Microsoft May '25

ADDITIONAL INFORMATION

- Nationality:** Indian
- Language:** English, Tamil, Malayalam
- Passport:** C8176704
- Availability:** Immediate | Open to Relocation (Saudi Arabia, Singapore, UAE, Europe, Asia-Pacific)