

AMMAR JAMAL

Application Support Engineer | IT Operations & Cloud Administration

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English (Fluent) | Urdu & Hindi (Native) | Arabic (Beginner)

PROFESSIONAL SUMMARY

Application Support Engineer with 4+ years of experience keeping business-critical applications available, stable and compliant. Delivered Level 2 production incident support for High Net Worth investment banking applications at Franklin Templeton (via HCL Tech), cutting ticket volume by approximately 90% through proactive root-cause analysis, and now owns end-to-end IT and application operations for a Dubai business. Strong across ServiceNow incident and on-call management, release and deployment support in UAT and production, Microsoft Azure administration, and automated data pipeline operations. Experienced supporting US-based enterprise stakeholders across time zones, with a track record of 24/7 coverage and SLA adherence.

CORE COMPETENCIES

Level 2 Production Support • Incident & Problem Management • Root Cause Analysis (RCA)
ServiceNow & ITSM Processes • Release & Deployment Support • SLA & Uptime Management
Microsoft Azure Administration • Application & Job Monitoring • 24/7 On-Call Coordination
Change & Vulnerability Management • SQL & Data Pipeline Support • Stakeholder & Vendor Coordination

PROFESSIONAL EXPERIENCE

IT Specialist | Lavisa Travel & Tourism LLC, Dubai, UAE

May 2025 – Present

IT owner for a Dubai travel business — application support, infrastructure and the customer-facing website.

- Act as single point of contact for all application, email and system incidents company-wide, triaging and resolving issues with minimal disruption to business operations.
- Support Microsoft 365, Outlook, Teams and line-of-business applications — diagnosing mailbox, access-control and application-usage issues through to resolution.
- Own the company website end to end: uptime, security patching and content releases, keeping the primary customer-facing channel available and secure.
- Manage user provisioning and access control across onboarding and offboarding, including account creation, permissions and device configuration.
- Install, configure and maintain LAN cabling, landline and office connectivity infrastructure, ensuring reliable network access across all departments.
- Coordinate with external IT vendors and service providers on escalated issues, hardware procurement and infrastructure upgrades.
- Maintain IT documentation — procedures, asset records and compliance logs — aligned with company IT policy, and manage the full IT asset lifecycle from allocation to return.

Software Engineer – Application & Production Support | HCL Tech

Feb 2022 – Mar 2025

Client: Franklin Templeton, USA — investment management

- Delivered Level 2 production incident support for High Net Worth (HNW) investment banking applications, maintaining maximum uptime and resolving incidents within agreed SLAs.
- Achieved approximately 90% reduction in IT ticket volume by driving root-cause analysis and permanent process improvements instead of repeat workarounds.
- Designed and managed automated file transfer and data pipeline processes between client and internal servers, removing manual effort from daily operations.
- Handled deployment activities across UAT and production environments, including pre-release health checks and post-patching validation.
- Managed on-call scheduling through ServiceNow, coordinating across teams to sustain 24/7 production support coverage.
- Performed Azure resource provisioning, access and role management (IAM / RBAC) and cost monitoring across the application estate.
- Ensured adherence to release management, vulnerability management and cybersecurity compliance standards throughout the support lifecycle.
- Collaborated with business stakeholders to gather requirements and implement solutions aligned with operational needs.

Web Developer & Graphic Designer | Freelance

2019 – 2024

- Delivered end-to-end web projects for UAE and India-based clients including Man Infra Equipment, Alfiyaa E Store (Dubai), Poxy Laundry (Abu Dhabi) and ASN Car Wash (Dubai) — front-end, back-end integration, database management and ongoing maintenance.
- Provided post-launch application support and IT management for client digital infrastructure, alongside branding and visual assets.

TECHNICAL SKILLS

ITSM & Support: ServiceNow, incident management, problem management & RCA, change and release management, SLA adherence, on-call scheduling
Cloud & Admin: Microsoft Azure (VM, IAM, RBAC, cost monitoring), Azure Active Directory, Azure Data Factory
Databases & Data: SQL, automated file transfer processes, data pipeline monitoring
Operating Systems: Windows 10/11, macOS, Ubuntu/Linux
M365 & Collaboration: Microsoft 365, Outlook, Teams, SharePoint, OneDrive
Networking: LAN/WAN, Wi-Fi, TCP/IP, DNS, DHCP, VPN, routers and switches
Security & Compliance: Vulnerability management, access controls, data protection best practices
Web & Tools: HTML, CSS, JavaScript, Git

EDUCATION

Master of Computer Application (MCA) — Maulana Azad National Urdu University	2018 – 2021
Bachelor of Science (B.Sc.) — Veer Bahadur Singh Purvanchal University	2015 – 2018

CERTIFICATION

Microsoft Azure Fundamentals: Cloud Computing — SkillSoft	2024
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