

# AMMAR JAMAL

## IT Support Specialist

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

### PROFESSIONAL SUMMARY

Detail-oriented IT Support Specialist with 3+ years of hands-on experience in IT operations, helpdesk support, asset management, and system administration. Proven ability to install, configure, and maintain Windows/Mac systems, Microsoft 365 applications, and office connectivity infrastructure. Experienced in user provisioning, onboarding/offboarding processes, network troubleshooting, and ensuring maximum uptime for business-critical systems. Adept at collaborating with stakeholders and external vendors to deliver timely IT solutions.

### CORE COMPETENCIES

IT Asset Management & Tracking	Microsoft 365 / Outlook / Teams	Hardware & Software Troubleshooting
User Onboarding & Offboarding	Network Setup (LAN/Wi-Fi/VPN)	Windows & Mac OS Administration
IT Helpdesk & Incident Management	Vendor Coordination & Procurement	Cybersecurity & Data Protection

### WORK EXPERIENCE

#### IT Specialist | Lavis Travel & Tourism LLC, Dubai

May 2025 – Present

- Manage and maintain company IT assets including laptops, desktops, monitors, printers, and mobile devices; track asset allocation, handover, return, and inventory records.
- Provide helpdesk support to employees for hardware, software, email, and system-related issues, ensuring timely resolution and minimal disruption to business operations.
- Install, configure, and maintain LAN cables, landline connections, and office connectivity infrastructure, ensuring reliable network access across all departments.
- Support Microsoft 365, Outlook, Teams, and other business applications; troubleshoot user-reported issues with email, access controls, and application usage.
- Assist with employee onboarding and offboarding from an IT perspective, including user provisioning, device setup, and access management.
- Coordinate with external IT vendors and service providers for escalated issues, hardware procurement, and infrastructure upgrades.
- Develop and maintain the company website, ensuring uptime, security patches, and regular content updates.
- Maintain IT documentation including procedures, asset records, and compliance logs aligned with IT policies.
- Support meeting room equipment and video conferencing systems, ensuring reliable AV and connectivity for business meetings.

#### Software Engineer (IT & Application Support) | HCL Tech | Client: Franklin Templeton, USA

Feb 2022 – Mar 2025

- Managed Level 2 production incident support for High Net Worth (HNW) investment banking applications, ensuring maximum uptime and swift resolution.
- Performed Azure resource provisioning, access and role management, and cost monitoring — equivalent to cloud-based IT administration.
- Designed and managed automated file transfer and data pipeline processes between client and internal servers, reducing manual effort.
- Achieved approximately 90% reduction in IT ticket volume through proactive root-cause analysis and process improvements.

- Handled deployment activities across UAT and production environments, including health checks and post-patching validations.
- Managed on-call scheduling using ServiceNow, coordinating with teams for 24/7 production support coverage.
- Ensured adherence to release management, vulnerability management, and cybersecurity compliance standards.
- Collaborated with stakeholders to gather requirements and implement solutions aligned with business needs.

## Web Developer & Graphic Designer | Freelance

2019 – 2024 (5+ Years)

- Delivered end-to-end web development projects for multiple UAE and India-based clients including Man Infra Equipment, Alfiyaa E Store (Dubai), Poxy Laundry (Abu Dhabi), and ASN Car Wash (Dubai).
- Handled front-end development, back-end integration, database management, and website maintenance.
- Created branding materials and visual assets; managed IT-related tasks for client digital infrastructure.

## TECHNICAL SKILLS

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<b>Operating Systems</b>	Windows 10/11, macOS, Ubuntu/Linux
<b>M365 &amp; Productivity</b>	Microsoft 365, Outlook, Teams, SharePoint, OneDrive
<b>Networking</b>	LAN/WAN, Wi-Fi, Routers, Switches, TCP/IP, DNS, DHCP, VPN basics
<b>IT Asset Management</b>	Inventory tracking, hardware procurement, lifecycle management
<b>Cloud &amp; Admin</b>	Microsoft Azure (VM, IAM, RBAC, cost monitoring), Azure AD
<b>Helpdesk &amp; ITSM</b>	ServiceNow, incident management, SLA adherence
<b>Security</b>	Vulnerability management, access controls, data protection best practices
<b>Web &amp; Dev Tools</b>	HTML, CSS, JavaScript, SQL, Azure Data Factory, Git

## EDUCATION

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

## CERTIFICATION

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<b>Microsoft Azure Fundamentals: Cloud Computing</b> — SkillSoft	2024
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