

Dubbaiah Mora

IT Support Engineer



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Profile Summary:

Highly skilled Desktop Support Engineer with 6 years of experience providing technical assistance and support for desktop hardware, software, and network issues. Proficient in troubleshooting, problem-solving, and resolving complex technical problems. Strong knowledge of operating systems, hardware, and software applications. Excellent communication and customer service skills, with a strong focus on delivering high-quality support and ensuring customer satisfaction.

Education Qualification:

- ❖ Post Graduation-Master of Computer Applications (**MCA**) from J.N.T.U-SSIT Hyderabad, India in the year **2012**.

Technical Skills & Trainings:

- ❖ Microsoft Certified Systems Engineer Trained
- ❖ Active Directory
- ❖ ITIL v3 Trained.
- ❖ Microsoft outlook office 365
- ❖ Troubleshooting
- ❖ Operating Systems: Windows XP, Vista, 7, 8, 10, 2003, 2008, 2012, 2016 servers.
- ❖ Understanding Knowledge on Routing Protocols.
- ❖ Databases MS SQL, ORACLE, mysql etc.
- ❖ Intune Administration

Work Experience:

- ❖ Working as a IT Technical Support Engineer with Zerone Business Solutions Dubai-UAE Dec- 2024 – Present
- ❖ Worked as a Desktop Support Engineer with Fidelis Technology Services Pvt Ltd, May-2024 to November-2024
- ❖ Worked as a IT Assistant Engineer with Conmix-RMC-Bhukatire Group of Company UAE, Apr-to Nov-2023
- ❖ Worked as a System Administrator with Raqmiyat UAE, April to July-2022
- ❖ Worked as a IT Technical Support with First Abu Dhabi Bank (FAB)-AlQuram Abu Dhabi UAE. Aug-2017- Jan-2022

Project Summary:

Project #1

Role: IT Technical Support Engineer

Client: Hedge & Saches

Responsibilities: -

- ❖ Dealing with incoming faults in professional, courteous manner over phone and email.
- ❖ Taking ownership of incidents and work on them to fix it. Categorizing and prioritizing them based on Urgency and Severity.
- ❖ Correctly logging incidents and faults in System.
- ❖ Ensuring all faults/incidents are progressed and closed within SLA. Escalating to other internal and external team as appropriate.

- ❖ Managing faults/incidents through their entire lifecycle from the first point of contact to resolution. Proactively keeping the customer informed about the progress.
- ❖ Diagnosing and resolving problems to the customer satisfaction.
- ❖ Identify and escalate frequently repeated problems to appropriate team.

Project #2

Role: Desktop Support Engineer

Client: Indian School of Business, Gachibowli Hyderabad, India

Responsibilities:-

- ❖ Responsible for supporting multi-Client hosted services.
- ❖ Responsible for monitoring of IT Environment and Support, for running an ITIL compliant operation and enforcing security and compliance requirements.
- ❖ Fixing Desktop, Servers (Windows and Linux), Network (LAN/WAN) and Application related issues for customer via inbound calls, outbound calls, chats, emails and Video calls.
- ❖ Ensure timely and effective resolution of all customer incidents and requests.
- ❖ Service improvement and knowledge transfer for First Time Fixes (FTF)
- ❖ Handling Escalations.
- ❖ Provides first-level technical support on Dell Supplied software and applications to the point of installation and basic use, or to the level of service appropriate to the warranty offered on the product.

Project #3

Role: IT Technical Support Engineer

Client: Albukhatir Group of Companies

Responsibilities:-

- ❖ Key Projects Involved:
- ❖ Server Infrastructure Upgrade: Successfully led the upgrade of legacy servers to enhance performance, reliability, and scalability across the organization.
- ❖ Cloud Telephony Migration: Oversaw the transition of traditional landline phone systems to a modern cloud-based telephony solution, improving communication efficiency and reducing costs.
- ❖ Oracle Cloud Implementation: Contributed to the upgrade from on-premises Oracle systems to Oracle Fusion Cloud, streamlining enterprise resource planning (ERP) and enhancing data accessibility.
- ❖ Network Optimization: Upgraded network bandwidth and performance in key Conmix locations, significantly improving connectivity and operational efficiency.

Project #4

Role: System Administrator

Client: ADCB

- ❖ Responded to user support calls and efficiently resolved technical issues to ensure minimal downtime.
- ❖ Performed system updates and maintenance on users' laptops and desktop PCs to enhance performance and security.
- ❖ Installed and configured a wide range of software applications based on individual user requirements, ensuring compatibility and optimal functionality.

Project #5

Role: Technical Support Engineer

Responsibilities:-

- ❖ Mapping client's requirements, custom designing solutions & contributing towards troubleshooting for complex information systems management
- ❖ Configuring and supporting Microsoft outlook office 365
- ❖ Supporting end user desktops/ notebooks hardware, desktop operating system and standard applications
- ❖ Providing 1st level printer/ scanner and telecom support
- ❖ Making sure that support calls are logged and managed effectively & efficiently
- ❖ Facilitating IT asset data collection on regular basis and solve the asset discrepancies
- ❖ Managing the ticketing system for new tickets and work-items.
- ❖ Ensuring effective maintenance of hardware inventory control in ticketing system
- ❖ Installing operating systems and applications using MDT (Microsoft Deployment Toolkit)
- ❖ Using USMT (User State Migration Tool) to backup and restore user data Support MAC Users
- ❖ Knowledge on GRC concepts (Governance, risk and Compliance)
- ❖ Troubleshooting McAfee Antivirus.
- ❖ Clearing the printer issues like: paper jam, line printing, change cartridges for different printers.

Personal Profile:

Date of birth	:	8 th , Oct 1985
Marital Status	:	Married
Languages known	:	English, Hindi, Telugu
Current Location	:	Dubai, UAE.
Visa Type	:	Resident Visa.

Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

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