

AR MOHAMED ZUHAIL

IT Support Engineer | Network Administrator

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EXECUTIVE SUMMARY

I'm an experienced IT Support Engineer skilled in resolving hardware, software, and network issues across Windows, macOS, Android, and iOS devices. Proficient in Microsoft 365 administration, Active Directory, and Unified Endpoint Management (Hexnode UEM), including user setup, password and MFA resets, and license management. Hands-on with FortiGate firewalls, Cisco routers and switches, HPE/Aruba devices, and key protocols such as TCP/IP, VLAN, OSPF, and EIGRP. Experienced in remote troubleshooting, ticketing systems, device compliance, network configuration, and IT documentation. I take pride in delivering reliable support, maintaining secure infrastructures, and helping teams operate efficiently. I'm now looking for IT Support or Networking roles where I can continue to learn, contribute, and help teams succeed.

SKILLS

TECHNICAL SKILLS:

Unified Endpoint Management, Mobile Device Management, Microsoft 365 Administration, Troubleshooting, Technical Support, Software or Application Support, Customer Service, Remote Desktop Support, IT Documentation and Reporting, Network Troubleshooting, Routing and Switching, Ticketing Management, Web Designing

SOFTWARE SKILLS:

Office 365, Adobe Collection, Video Conferencing, Operating Systems, Remote Desktop Tools, Ticketing – IT Service Management, Programming IDEs, Network Simulation and Emulation Tools

PROFESSIONAL SKILLS:

Problem Solving, Teamwork, Time Management, Adaptability

WORK EXPERIENCE

IT Support Engineer | Maytech Technologies, Dematagoda

(June 2025 – Present)

I am working as an IT Support Engineer at Maytech Technologies. Managing systems and troubleshooting the Hardware, Software and Network issues on end-user devices.

- Provide day-to-day technical support for staff in the Sri Lanka office, resolving hardware, software, and network issues efficiently.
- Manage and support Windows, macOS, Android, iOS, and smart TV devices using Hexnode UEM for unified endpoint management. Centralized device configuration, app deployment, and policy enforcement. Monitor device compliance and act on non-compliant devices through Hexnode's alert.
- Manage Microsoft 365 admin tasks including user creation, password and MFA resets, license management, mailbox setup, and support for Outlook, Teams, OneDrive, and SharePoint.
- Maintain accurate documentation of IT processes, device configurations, and user support activities and manage onboarding and offboarding processes for employees, ensuring proper access control and account setup.
- Administer and maintain network infrastructure (FortiGate firewall, HPE Instant On switches, Aruba APs), including configuration, troubleshooting, QoS, and Dual-ISP failover.
- Collaborate with internal and external teams to optimize IT operations and streamline device lifecycle management.

L1 IT Support Engineer | VFS Global (Dezign Intelligence), Dematagoda

(May 2024 – May 2025)

I worked as an L1 IT Support Engineer at VFS Global, outsourced through Dezign Intelligence. Managing and troubleshooting the Hardware, Software and Network issue on end-user devices.

- Identified and resolved hardware and software issues, including Office 365 installations and network connectivity problems.
- Configured new systems and added them to the domain via Active Directory, ensuring the installation of the latest Windows updates, security patches and required application.
- Provided outstanding customer service by interacting calmly and clearly with users across varying levels of technical proficiency.
- Used ticketing systems to log, monitor, and manage user requests within defined SLAs, ensuring timely resolution, regular ticket updates, and keeping users informed about the status of their issues until final resolution.
- Monitored all hardware items in inventory, initiated repairs and replacements for defective items, and maintained a healthy inventory along with spare stock management.
- Utilized remote desktop tools for troubleshooting and system maintenance.
- Effectively recognized and troubleshot technical difficulties, escalating unresolved or more complex issues to higher-level support teams or concerned parties according to the Escalation Matrix if they were not resolved within the defined timeframe.

Network Administrator & Trainee | Actiive Tech Networks, Batticaloa (November 2022 - December 2023)

I worked as a Network Administrator for 6 months and Trainee Network Administrator for 6 months. My responsibilities were maintaining Cisco Routers and Switches with any operating systems. Managing and troubleshooting the Network that consists of PC and Server within LAN Infrastructure.

- Cisco Router & Switch configuration (PuTTY)
(Cisco Router - 2811, Cisco Catalyst MLS - 3550, D-Link Switches)
- Computer Network, Software & Hardware troubleshooting
- Designing Campus Area Network (CAN) and Server system
- Maintaining and monitoring network
- Implementing and maintaining Servers and real-time backup solutions (DHCP, TFTP, FTP)
- Having a solid understanding of networking concepts such as TCP/IP, VLAN, VTP, EtherChannel, Port Security, SSH, Telnet, STP, NAT, ACL, HSRP, OSPF, RIP, and EIGRP.

EDUCATION

▪ **ACADEMIC QUALIFICATION**

BSc (Hons) Computer Systems & Networking February 2024 - Present
University of Greenwich (PIBT)

Computer Application Assistant (NVQ-3) October 2022
Vocational Training Authority

Primary, Ordinary and Advanced Level January 2008 - December 2021
Km/St/ Muslim Madhya Maha Vidyalaya (National School)

▪ **PROFESSIONAL QUALIFICATION**

Cisco Certified Network Technician
Cisco Certified Network Associate February 2022 - November 2023
Cisco Certified Network Professional February 2024 - Present
Actiive Tech Networks

Linux
Ethical Hacking March 2023 - September 2023
Actiive Tech Networks

▪ **PROFESSIONAL CERTIFICATION**

Introduction to ITIL® V4 June 2025
Simplilearn

Hexnode Certified Professional - Windows July 2025-2027
UEM Suite: Hexnode Certified Professional July 2025-2027
Fundamentals of UEM June 2025-2027
Hexnode Academy

Networking Basics July 2023
Network Technician Career Path July 2023
Introduction to Cybersecurity July 2023
Cisco Networking Academy

Certificate of Ethical Hacking June 2023
Mars Tech

Certificate of Graphic Designing January 2022 - April 2022
Certificate of Web Development May 2022 - August 2022
Centre for Peace Studies