

KAZI OMER

Dubai, UAE | +971 54 149 1702 | kaziomersdf@gmail.com | [linkedin.com/in/kazi-omer](https://www.linkedin.com/in/kazi-omer)

PROFESSIONAL SUMMARY

Dedicated IT Support Specialist with approximately one year of hands-on experience spanning on-site technical support, service desk operations, and enterprise endpoint provisioning. Proven track record in resolving hardware, software, network, and peripheral incidents using ServiceNow and Jira while consistently meeting SLA targets. Skilled in Active Directory user lifecycle management, Microsoft 365 administration, command-line diagnostics, network print routing, and endpoint security. Committed to ITIL service delivery standards, high First Contact Resolution (FCR) rates, and clear knowledge base documentation.

TECHNICAL SKILLS

- Service Desk & ITSM: ServiceNow, Jira Service Desk, ITIL Workflows, SLA Compliance, First Contact Resolution (FCR), Ticket Escalation, KB Authoring
- Identity & Email Administration: Active Directory (AD DS), Microsoft Entra ID (Azure AD), M365 Admin Center, Exchange Online, Shared Mailboxes, Outlook Profiles, IMAP / POP3 / SMTP
- Endpoint & Mobile Management: Windows 10/11, macOS, OS Imaging & Deployment, BitLocker / FileVault Encryption, Intune, Mobile Device Management (MDM), BYOD Onboarding
- Network Printing & Document Routing: Centralized Print Server Management, IP Printer Configuration, Network Printer Mapping, Print Spooler Triage, Scan-to-Email (SMTP), Scan-to-Folder (SMB)
- Telephony & Enterprise Voice: IP-PBX Management, VoIP Desk Phone Provisioning, Extension Routing, SIP Trunk Basics, Microsoft Teams Phone, Zoom Phone Support
- Endpoint Security & Antivirus: Centralized & Standalone Antivirus Deployment, Sophos Intercept X, Kaspersky Endpoint Security, Trend Micro, Microsoft Defender XDR, Patch Management
- Networking & Hardware Basics: TCP/IP, DHCP, DNS Flushing, VLAN Configuration & Tagging, Corporate VPN (Cisco / GlobalProtect), RDP, Physical Cable Tracing, Laptop Component Swaps

PROFESSIONAL WORK EXPERIENCE

OSKION - Hyderabad, India

IT Support Specialist (Intern) | *February 2026 - Present*

- Resolved 10+ daily Tier-1 and basic Tier-2 incidents via ServiceNow and Jira for a base of 200+ users, maintaining strict SLA compliance and achieving a solid 75% First Contact Resolution (FCR) rate.
- Supported Active Directory and Entra ID user lifecycle management, executing onboarding/offboarding for 40+ employees, configured Exchange mailboxes, Outlook profiles, and legacy IMAP/POP3/SMTP protocols.
- Imaged and deployed 50+ Windows/macOS workstations using golden images; enrolled new-hire mobile devices into corporate MDM for secure BYOD and enterprise Wi-Fi access.
- Mapped IP printers and connected 25+ workstations to central print servers, resolved spooler queues and established Scan-to-Email (SMTP) and Scan-to-Folder (SMB) routing, Supported corporate IP-PBX.
- Network Connectivity Support: Troubleshooting endpoint network access, resolving VLAN, TCP/IP, DNS, DHCP, and VPN faults

COHANCE LIFESCIENCES - Hyderabad, India

IT Support Assistant (On-Site)

- **IT Support & Troubleshooting:** Assisted with Windows endpoint maintenance, user account verification, local administrator group checks, and routine system troubleshooting under senior IT staff supervision.
- **IT Asset Management:** Retrieved computer hostnames and BIOS serial numbers using Windows command-line utilities to support device identification and inventory tracking.
- **Remote Desktop Support:** Used Windows Remote Desktop Connection (RDP) to access designated corporate systems and assist with remote troubleshooting.
- **Endpoint Maintenance:** Assisted with Sophos endpoint security checks, Microsoft Teams and OneDrive session management, Windows update restarts, and system power settings.

EDUCATION

OSMANIA UNIVERSITY - Hyderabad, India

Bachelor of Engineering in Computer Science

- Cumulative GPA: 8.13 / 10.0

CERTIFICATIONS

- ISC2 Certified in Cybersecurity (CC) - ISC2 (Credential ID: 2664231)
- Cisco Networking Fundamentals - Cisco Systems
- CompTIA Security+ - CompTIA
- Microsoft Azure AI Fundamentals (AI-900) - Microsoft (Credential ID: 7BDD04EE0A82FFF8)
- AI Security & Governance - Professional Certification