



Mohammed Haniffa Kuwarismy

IT Support Specialist

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📍 Riyadh, Saudi Arabia

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📄 Transferable Iqama

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PROFESSIONAL SUMMARY

Experienced IT Support Specialist with 10 years of hands-on experience providing end-user support, troubleshooting hardware, software, and network issues in corporate environments. Strong knowledge of Windows OS, Active Directory, Microsoft 365, networking fundamentals, and helpdesk systems. Currently based in Saudi Arabia with transferable iqama and ready to join immediately.

CORE SKILLS

- Desktop & End-User Support
- Active Directory & User Management
- Printers & Peripheral Support
- IT Asset Management & Documentation
- Hardware & Software Troubleshooting
- Microsoft 365/Outlook/Teams
- Helpdesk & Ticketing Systems
- Windows 10/11 & Windows Server
- Networking Basics (LAN, WAN, TCP/IP, DNS, DHCP)
- Remote Support & On-site Support

PROFESSIONAL EXPERIENCE

01/2026 – Present
Riyadh, Saudi Arabia

Wahaj Al Itaqan Advance Hydrogen Solution

IT Support

Key Responsibilities

- **Troubleshooting:** Diagnosing and resolving hardware, software, and network errors.
- **Maintenance:** Installing, configuring, and updating operating systems and applications.
- **User Support:** Assisting employees or clients with technical issues via phone, email, or in-person.
- **Security & Administration:** Managing user accounts, passwords, and monitoring system security.
- **Documentation:** Recording issues, solutions, and maintaining IT inventory.

01/2020 – 06/2025
Port Moresby, Papua
New Guinea

Korry Holdings Ltd

IT Support Specialist

- Provided daily IT support to end users via phone, email, remote tools, and onsite assistance
- Installed, configured, and maintained desktops, laptops, printers, and mobile devices
- Managed Active Directory, user accounts, password resets, and access permissions
- Supported Microsoft 365, Outlook, Teams, and email systems
- Troubleshot network issues including connectivity, DNS, DHCP, and IP conflicts
- Used ServiceNow, Zendesk, and Jira for ticket logging and incident management
- Performed data backup checks and basic security compliance tasks

10/2017 – 03/2019
Port Moresby, Papua
New Guinea

Rayya Investment Ltd

IT Support Engineer

- Delivered first- and second-level IT support for hardware and software issues
- Installed and configured operating systems, applications, and user profiles
- Diagnosed and resolved system errors, network outages, and hardware faults
- Maintained IT inventory and documented solutions for recurring issues
- Escalated complex issues to senior engineers when required

03/2014 – 06/2017
Colombo, Sri Lanka

Global IT Solution

Junior Software Engineer

- Supported internal IT systems and applications
- Assisted in system testing, troubleshooting, and documentation
- Collaborated with senior engineers in maintaining existing systems

04/2012 – 02/2014
Colombo, Sri Lanka

Smart Computer (PVT) LTD

IT Support Technician

- Provided helpdesk support for computers, printers, networks, and software
- Installed and configured hardware, operating systems, and applications
- Assisted users with technical issues and system usage
- Maintained documentation and updated knowledge base

EDUCATION

06/2015 – 07/2016
Colombo, Sri Lanka

Bachelor of Science in Computing

Teesside University-Londontec City Campus

01/2012 – 12/2013
Sri Lanka

Higher National Diploma in Information Technology

College of Information Technology

CERTIFICATIONS & DIPLOMAS

- Microsoft Software Competition Awards (2007, 2009)
- Diploma in Computerised Accounting
- Diploma in Business Management
- Diploma in Professional English
- Valid Driving License
- Data Entry Operator

LANGUAGES

Arabic

Basic



Tok Pisin

Conversation



English

Professional



Tamil

Native



References

Muhammad Riyath, VP of Operations, WAHAJ AL ITAQAN Advance Hydrogen Solutions
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