

ANAS IBRAHIM

COMPUTER & HARDWARE ENGINEER

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SUMMARY

Dedicated and detail-oriented Computer Hardware Engineer with hands-on experience in hardware installation, maintenance, and troubleshooting. Skilled in providing field support, diagnosing technical issues, and delivering prompt solutions. Adept at working with clients, collaborating with teams, and ensuring system reliability. Passionate about technology and committed to continuous learning and professional growth.

PROFESSIONAL EXPERIENCE

EXCEL SYSTEMS

Aug 2024 - Aug 2025

Service Engineer

- Delivered on-site hardware servicing and technical support for clients.
- Diagnosed and repaired faults in computer systems, printers, and network devices.
- Conducted preventive maintenance to ensure system reliability and uptime.
- Collaborated with technical teams for escalated issues and solution implementation.
- Provided client training on basic troubleshooting and equipment handling.
- Coordinated with vendors and support teams for warranty replacements and escalation cases.
- Managed warranty claims and coordinated with vendors.
- Provided on-call and emergency technical support for urgent service requirements.

LAKSHMI INFOTECH

Feb 2022 - May 2022

Intern - Embedded Systems & IoT

- Participated in hardware-based embedded projects, supporting development and testing.
- Assisted in troubleshooting hardware prototypes and IoT applications.

ARABIAN COLORS

July 2020 - July 2021

Technical Assistant - Computerized Paint Mixing & Billing

- Handled computerized paint mixing systems for accurate color matching and order preparation.
- Managed billing operations using POS systems and ensured accurate invoice processing.
- Provided basic IT support for paint mixing software and billing system issues.
- Streamlined daily operations by improving billing workflow.

ACADEMIC DETAILS

- Diploma in Network Engineering, CTS Infotech , Ernakulam , Kerala, India (2023 - 2024)
Included Certifications : CCNA,CCNP,MCSE,AWS,RHCE,ETHICAL HACKING.
- Diploma in Electronics Engineering , Maharaja's Technological Institute,Thrissur , Kerala , India (2020 - 2023)
- Higher Secondary (+2) Computer Science , Ghss Kodakara, Kerala , India (2018 - 2020)

KEY SKILLS

- Proactive, self-motivated, with strong people skills, solid IT support and hardware expertise, on-site troubleshooting, and excellent communication.

CERTIFICATIONS

- NACTET - Cts Infotech
- Cisco Crash Lab - EC Council
- Ethical Hacking Essentials (EHE) - EC Council

LANGUAGES

- English - Proficient (B2)
- Malayalam - Native
- Hindi- Conversational
- Arabic - learning