

SADDAM HUSAIN

IT Support Analyst & Technical Administrator

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Profile

I am an IT Support Analyst with over 1+years of experience providing end-to-end IT support. Experienced in troubleshooting hardware, software, and network systems. I deliver reliable technical solutions, maintain system uptime, and ensure smooth IT operations. I take pride in communication, customer focus, and maintaining efficiency in fast-paced environments.

Career Highlights

- Over 3 years of experience in IT support and system management.
- Skilled in troubleshooting Windows, macOS, and Linux environments.
- Strong foundation in Active Directory, Office 365, and remote support tools.
- Proven record of resolving user issues efficiently within SLA timelines.
- Effective communicator with technical and non-technical stakeholders

Professional Experience

INS E Solutions | IT Support Analyst

March 2024 – May 2025 | New Delhi

- Delivered first-level technical support for end users via phone, email, and remote tools.
- Resolved desktop, hardware, printer, and mobile device issues promptly.
- Administered user accounts and permissions through Active Directory and Office 365.
- Maintained ticket lifecycle and ensured SLA compliance across ServiceNow and Jira.
- Installed, configured, and maintained Windows/macOS systems with security patches.
- Provided remote support via RDP, TeamViewer, and AnyDesk.
- Escalated complex incidents to Level 2/3 engineers for quick resolution.

Administrative & Reporting Responsibilities

- Prepared and maintained procurement records and quotation logs.
- Generated vendor performance and cost-saving reports for management review.
- Coordinated with finance for invoice verification and timely payments.
- Assisted management with budgeting, forecasting, and procurement trends.
- Handled warehouse management and IT inventory tracking.

SKILLS

- Operating Systems: Windows, macOS, Linux
- User Management: Active Directory (User/Group Management)
- Office Tools: Microsoft Office Suite, Office 365 Administration
- Remote Tools: RDP, TeamViewer, AnyDesk
- Networking: LAN/WAN, TCP/IP, DNS, DHCP
- Ticketing Systems: ServiceNow, Jira, Remedy
- Hardware: Printer setup, peripheral devices, and troubleshooting
- IT Asset Management: Documentation, lifecycle tracking
- Security Awareness: Data protection and endpoint management
- Strong communication and negotiation skills.
- Customer service orientation with problem-solving mindset.
- Excellent time management and multitasking ability.
- Attention to detail and organizational discipline.
- Team collaboration and adaptability to new technologies.

Projects

Selected Projects & Case Studies

Helpdesk Modernization Initiative

Led an upgrade from legacy ticketing to ServiceNow, reducing response time by 30%.

Network Downtime Reduction

Diagnosed recurring LAN dropouts and implemented structured cabling checks, improving uptime reliability.

Printer Fleet Optimization

Streamlined printer management through centralized drivers and monitoring tools.

User Onboarding Automation

Developed a workflow to automate user account creation and email configuration for new hires.

Inventory Digitization Project

Created a digital asset database linking IT equipment to employee records, ensuring traceability.

Education

Graduated in Engineering (Electronics & Communication),
Jawaharlal nehru technological university Hyderabad

07/2013 – 05/2017
Hyderabad

Languages

- English
- urdu
- Hindi