



ALLAN JACOB ENOVA

IT-Tech Support

Success-driven, results-focused, and adaptable IT professional with experience in IT operations and customer service, encompassing technical support, workstations maintenance, and supporting Office Staff

CONTACT



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Diera Dubai UAE

EDUCATION

● Computer Science

Naga College Foundation

2000-2001

Naga City Camarines Sur

● Computer Technician

Naga College Foundation

2001-2002

Naga City Camarines Sur

Technology Proficiency

Operating System

Desktop Application

Hardware & Softwares

Networking-DNS, DHCP and TCP/IP.

Server Maintenance-AD management

Security & Communications

Web Dev

Reference

Upon Request

WORK EXPERIENCE

● Filing Clerk cum IT Support

April 2022-to present.

Al Shamsi & Partner Advocates & Legal Consultants
Vision Tower Business Bay Dubai UAE

- Database Management operator for filing documents
- Diagnose and resolve technical issues related to network connectivity, software functionality, and hardware malfunctions.
- Manage outsource IT Team to escalate and resolve complex technical problems.

● IT Support Specialist

Feb 2016- March 2022

BMG Group
Dubai Airport Fzco

- Install, upgrade, and configure software applications and operating systems.
- Perform hardware diagnostics, repairs, and replacements.
- Implement and enforce security measures to safeguard information and systems.
- Company Email Setup
- Configure and troubleshoot routers, switches, and other network devices.
- Maintain and Manage Server 2012
- Implement VPN main office to branch network connectivity
- Maintain the connectivity of the network from server of accounts system to branch sales.
- CCTV installation and Maintenance

● IT Support Specialist

May 2014-Nov 2015

Almatroschi Creative Servicing & Consultancy
Diera Dubai

- Provide excellent customer service and technical support to end-users.
- Educate users on basic computer usage and best practices for cybersecurity.
- Implement and enforce security measures to safeguard information and systems.
- Company Email Setup
- CCTV installation
- Network Infrastructure, Data and Voice cabling, patching, network cable tracing & crimping.

● IT Support Specialist

June 2008-March 2013

Capitol Complex Tourism Department
Camarines Sur PH

- POS Maintenance and Setup
- Install, upgrade, and configure software applications and operating systems.
- Implement and enforce security measures to safeguard information and systems.
- CCTV installation
- Configure and troubleshoot routers, switches, and other network devices.
- Maintaining Wi-Fi Network to Hotel and Bar and Restaurant

SUMMARY

- Install, configure, and troubleshoot computer hardware, software, and peripherals.
- Network Trouble Shoot Knowledge & hands-on experience in cabling, patching, network cable tracing & crimping.
- Diagnose and resolve technical issues related to network connectivity, software functionality, and hardware malfunctions.
- Collaborate with other IT team members to escalate and resolve complex technical problems.
- Maintain and update documentation of IT procedures, configurations, and troubleshooting steps.
- Conduct remote and on-site support for end-users, ensuring minimal disruption to their work.
- hands-on experience in configuring, installing and troubleshooting - Windows Servers / MS Active Directory/ NAS devices / Backup software's / Firewalls.
- Experienced web developer with a background in designing and building responsive, user-friendly websites, website maintenance.