

Hafiz Umair Basharat

IT Support Specialist | System Administrator | Helpdesk Engineer

Duisburg, Germany

www.hafiz-itsupport.de

Professional Summary

IT Support Engineer with over 5 years of experience in IT infrastructure, system administration, and technical support. In-depth knowledge of Windows Server, Microsoft 365, Azure, VMware, Cisco, Fortinet, Linux, Active Directory, and LAN/WAN networks. Experienced in server installation and administration, network management, desktop support, and troubleshooting. Solution-oriented and reliable approach to work, with a focus on secure and efficient IT operations.

Technical Skills

Category	Technologies
Ticketing Systems	ServiceNow, Jira
Directory & MDM	Active Directory (AD), Azure AD, SCCM, Microsoft Intune, SOTI
Remote Support	TeamViewer, AnyDesk, Remote Desktop
Operating Systems	Windows 10/11, Windows Server, Linux, ESXi, VMware
Networking	Switch/Router config, port patching, VPN, DNS, Group Policy
Hardware	Dell, HP, Lenovo desktops/laptops, printers, CCTV servers
Print Servers	Print server config, vendor tools (e-follow etc.)
Asset Management	Inventory tracking, hardware lifecycle, data sanitization (wiping)
Compliance	GDPR awareness, security policies, backup testing
Automation	n8n, MS Power automate

Work Experience

L1/L2 IT Support Specialist (Apr 2025 – Present)

Loomis, Duisburg, Germany

- Provide on-site L1/L2 support for end users and global teams.
- Install and upgrade network devices (switches, routers).
- Manage tickets for remote and onsite support.
- Perform asset management and hardware inventory tracking.
- Install servers and configure software for CCTV camera systems.
- Coordinate with vendors for warranty support and equipment replacement.
- Install Applications and manage Mobile devices using SOTI MobiControl.

IT Support Engineer | IT Helpdesk Specialist (Nov 2023 – Apr 2025)

Brenntag, Essen, Germany

- Reimaging of new and existing devices
- Management of user accounts via Microsoft Intune and Active Directory
- Hardware replacement for laptops and printers
- Ticket processing for remote and on-site support via ServiceNow

Network Engineer (Freelance) (Sep 2023 – Oct 2023)

Local Warehouse, Duisburg

- Installed and done configuration for switches and routers for a small business
- Setup of DNS and Group Policy Objects (GPOs) according to customer requirements
- Installation of printers and creation of user accounts for employees

Desktop Support Engineer (Feb 2023 – Apr 2023)

Primark, Germany

- Replaced old desktop setups with new Dell desktops at Primark stores across NRW region.
- Provided operational maintenance, installation, and troubleshooting.
- Supported and optimized desktop configurations using EUC tools, remote support tools, MS Office, and Outlook.

IT Support Engineer (June 2022 – Feb 2023)

HCLTech, Germany

- Configuring and updating Cisco and Juniper switches and routers
- Assisting with the execution of multiple backup tests for servers
- Troubleshooting and installing various printers
- Installing and updating various software applications

IT Support Engineer (Feb 2021 – Oct 2021)

Techverx, Lahore, Pakistan

- Managed user accounts (creation, modification, termination) following security policies.
- Installed, configured, and updated software on end-user devices.

Career Break (2021–2022)

- Relocation to Germany
- German language studies
- Freelance IT projects

Freelance & Additional Projects

- Completed 50+ freelance IT projects globally for friends and clients.
- Upgraded network systems, diagnosed issues, and improved productivity/efficiency.

Education

University of Engineering and Technology, Lahore, Pakistan (Oct 2015 – Aug 2019)

B.Sc. in Geological Engineering – CGPA 3.5/4.0

Languages

- English: IELTS 7 (professional working proficiency)
- German: B1-B2

Interests

- Reading technical and self-development books
- Learning new computer skills and IT tools (LLM and AI Tools)