



MOHAMED NAIMUDDIN U S

IT Engineer | IT Support Engineer | Technical Support Engineer

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PROFESSIONAL SUMMARY

Results-driven IT Support Engineer with 2+ years of experience providing technical support for large-scale retail and enterprise environments across Saudi Arabia. Skilled in supporting 150+ retail stores and 4,000+ IP devices including CCTV systems, NVRs, IP cameras, Windows workstations, VoIP systems, and network infrastructure.

Experienced in troubleshooting hardware, software, networking, and security systems while ensuring minimal downtime and business continuity. Strong knowledge of LAN/WAN, Windows administration, Linux servers, DNS, SSL, VPS management, and IT infrastructure support. Adept at diagnosing complex technical issues, coordinating with vendors and stakeholders, and delivering reliable solutions in fast-paced environments.

CORE COMPETENCIES

- Technical Support & Helpdesk Operations
- IT Infrastructure Support
- Network Troubleshooting
- LAN/WAN Configuration
- Windows Administration
- Linux Server Administration
- CCTV & Surveillance Systems
- Hikvision, Dahua & AVer Systems
- NVR/DVR Configuration
- IP Camera Installation & Troubleshooting
- VoIP Systems Support
- Hardware & Software Troubleshooting
- Active Directory Basics
- DNS, DHCP & SSL Management
- Remote Support & Incident Resolution
- System Monitoring & Maintenance
- IT Asset Management

PROFESSIONAL EXPERIENCE

Technical Support Engineer

Jul 2024 – Present

Vision Angles Security System | Al Khobar, Saudi Arabia

- Provide technical support for 150+ retail stores and 4,000+ IP devices across Saudi Arabia.
- Troubleshoot and maintain Hikvision, Dahua, and AVer CCTV surveillance systems.
- Diagnose and resolve issues related to NVRs, IP cameras, recording failures, and device connectivity.
- Support Windows systems, VoIP services, network infrastructure, and store-level IT operations.
- Configure network settings including IP addressing, and connectivity troubleshooting.
- Perform remote and on-site support to minimize downtime and restore business-critical services.
- Coordinate with vendors, store teams, and internal departments to resolve technical incidents efficiently.
- Conduct preventive maintenance, health checks, and performance monitoring for surveillance and IT systems.
- Maintain technical documentation, incident reports, and troubleshooting records.

Software Engineer

Aug 2025 – Present

Vision Angles Security System | Al Khobar, Saudi Arabia

- Develop and maintain internal applications supporting operational and administrative processes.
- Design and implement business applications using Laravel, PHP, MySQL, and REST APIs.
- Collaborate with operations and technical teams to automate workflows and improve efficiency.
- Support application deployment, troubleshooting, and production maintenance.

Software Engineer

Oct 2023 – May 2024

Prepared Academy | Sharjah, UAE

- Developed web application using Laravel and Vue.js, testing, maintenance, and troubleshooting.
- Collaborated with cross-functional teams to deliver software solutions and product enhancements.
- Supported database operations, API integrations, bug fixing, and release testing.

Associate Software Engineer

Feb 2023 – Aug 2023

TekWorks | India

- Worked on software development projects using Core Java and MySQL.
- Assisted in coding, testing, debugging, and software maintenance activities.
- Gained experience in the software development lifecycle and problem-solving methodologies.

IT Engineer Intern

Aug 2022 – Sep 2022

Compass Global Services Pvt. Ltd. | Bengaluru, India

- Assisted in IT infrastructure support and system administration tasks.
- Supported troubleshooting activities for hardware, software, and network-related issues.
- Participated in day-to-day IT operations and technical support activities.

TECHNICAL SKILLS

Infrastructure & Networking

- LAN/WAN, VLAN Configuration
- TCP/IP, DNS, DHCP, VPN
- Network Troubleshooting
- Router & Switch Support

Surveillance & Security Systems

- Hikvision, Dahua, AVer
- CCTV Systems, NVR/DVR
- IP Cameras
- Video Surveillance Troubleshooting

Database & Web Technologies

- MySQL, PHP, Laravel, Vue.js
- JavaScript, REST APIs
- Apache Server

Systems Administration

- Windows 10/11, Windows Server
- Linux Administration
- VPS Management
- System & User Monitoring

IT Support Tools

- Remote Desktop, TeamViewer, AnyDesk
- Ticketing Systems
- Helpdesk Operations

CERTIFICATIONS

- Hikvision Certified Security Associate (HCSA)
- Hikvision Certified Security Associate – Audio
- Introduction to Cybersecurity (Cisco)
- Accenture Digital Skills: User Experience

EDUCATION

Bachelor of Engineering, Computer Science & Engineering

Visvesvaraya Technological University (VTU) — 2023

Pre-University Education (PCME)

St. Aloysius College, Mangalore

ACHIEVEMENTS

- Supported and maintained 4,000+ IP-based devices across Saudi Arabia.
- Delivered technical support services to more than 150 retail locations.
- Reduced operational downtime through proactive troubleshooting and preventive maintenance.
- Successfully managed surveillance, network, and IT infrastructure incidents in mission-critical environments.