

Essam Khalid Jamil Musameh

IT Operation Engineer | IT Support Specialist | IT Technical Specialist

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Summary

Dedicated IT Operation Engineer with 4+ years of experience in technical support, system administration, and IT operations across hybrid environments. Skilled in Microsoft Entra ID, Intune (Windows), Kandji (Mac MDM), Office 365, and Azure services, with proven ability to secure, streamline, and optimize IT workflows. Experienced in Jira, Confluence, Slack, and PagerDuty administration, driving collaboration, transparency, and efficient incident response. Adept at asset management, onboarding/offboarding, monitoring with Grafana, and process automation using PowerShell/Python. Recognized for reducing downtime, improving compliance, and delivering reliable end-user support across 400+ users.

Experience

IT Operation Engineer – 03/2024 to 01/2026

M2, Dubai, UAE

- Administer PagerDuty, configuring on-call rotations, escalation policies, and integrations with monitoring tools, improving incident response times by 35%.
- Oversee asset management using Snipe-IT, ensuring accurate lifecycle tracking, optimized reporting, and improved inventory control.
- Manage Microsoft Entra ID, Intune (Windows devices), Kandji (Mac MDM), and Office 365, enforcing endpoint security, MFA, and compliance across 500+ users.
- Act as Jira and Confluence Administrator, customizing workflows, automation, and permissions to streamline IT operations and project tracking.
- Oversee Slack administration, including workspace governance, app integrations, and security compliance for 400+ users.
- Utilize Grafana dashboards integrated with PagerDuty to monitor system performance and proactively resolve issues, reducing downtime by 20%.
- Develop and maintain technical documentation (system diagrams, SOPs, guides) and deliver training sessions to IT staff and end-users, reducing repeat tickets.
- Manage IT onboarding/offboarding, automating user provisioning, access permissions, and equipment handling, cutting setup time by 30%.

IT Support Engineer – 10/2023 to 03/2024

e& enterprise IoT & AI, Dubai, UAE

- Supported and maintained all POS system computers, including servers, desktops, cash registers, laptops, and tablets, ensuring accurate tracking and delivery of support services.
- Provided support for POS-related devices, including printers, scanners, and card readers, ensuring uninterrupted operations.
- Utilized a web-based ticketing system to manage and track support requests, delivering efficient and organized support services.
- Installed, configured, and tested new PCs and laptops, and managed hardware and software replacements and upgrades.
- Installed application software and escalated issues effectively to senior management via appropriate communication channels.

Technical Support Engineer – 02/2023 to 07/2023

B2Broker - Liquidity & Technology Provider, Dubai, UAE

- Managed incoming client requests, provided first-level support, and coordinated with other departments for seamless service delivery.
- Tracked and monitored service statuses, resolved issues independently, and escalated advanced issues to senior support as needed.
- Collaborated across teams using platforms such as Slack, Jira, and Confluence to resolve complex issues.
- Handled crypto deposit and withdrawal requests on MT4 and MT5 by performing troubleshooting and timely issue resolution.

IT Support – 04/2022 to 01/2023

Ajman Statistics and Competitiveness Center, Ajman, UAE

- Diagnosed hardware/software issues, documented solutions, prioritized tasks, and assessed issue impacts on business functions.
- Installed and configured computer hardware, operating systems, and applications, ensuring system compatibility and readiness.
- Monitored and maintained network integrity, providing phone and remote support to quickly address user concerns.
- Conducted regular backups and established data protection protocols, disaster recovery plans, and failover procedures.
- Led helpdesk support initiatives, ensuring all desktop applications, workstations, and related equipment were fully functional with minimal disruption.

Help Desk Support – 01/2022 to 04/2022

Techzium IT Solutions, RAK, UAE

Intern – 09/2021 to 11/2021

Ajman Statistics and Competitiveness Center, Ajman, UAE

Education

Bachelor's Degree in IT Networking and Security– 2021

Ajman University, Ajman, UAE

Graduation Project: Job portal web application

Relevant studies:

- Database management systems
- Operating systems and Linux
- Information technology project management

Certifications

- **Technical Support Fundamentals** [Credential ID: R44CQ5WPYYAM](#), Coursera – 2022
- **Windows 10 for IT Support: Troubleshooting Basics Issuing Organization**, LinkedIn – 2022
- **Microsoft Certified: Azure Administrator Associate: [Microsoft](#), 2025**

Skills & Expertise

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| <ul style="list-style-type: none">• Leadership & Team Management• Communication & Negotiations• Problem-Solving• Strategic Planning• Adaptability• Planning & Organization• IT Troubleshooting & Support• Microsoft Admin Centers (Entra ID, Office 365)• Asset & Mobile Device Management (MDM)• POS System Support• Network Infrastructure• Network Administration• Network Security• Routing Protocols | <ul style="list-style-type: none">• Network Engineering• Network Switches• Data Analysis• Time Management• Decision Making• Task & Project Management (Jira, Confluence)• Technical Documentation & SOP Creation• Hardware/Software Installation & Configuration• Data Protection & Backup Management• Training & End-User Support• Network Monitoring & Maintenance• Cloud Computing |
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Languages

Arabic: Native | **English:** Fluent