

DANISH RAJ OAD

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IT SUPPORT SPECIALIST | DESKTOP SUPPORT | SYSTEM ADMINISTRATOR

CAREER SUMMARY

Detail-oriented IT Support Specialist with a solid background in electronics engineering and hands-on experience delivering 1st and 2nd level IT support across Windows, macOS, and Microsoft 365 environments. Skilled in user administration, network troubleshooting, and endpoint management. Certified in ITIL Foundation, with a focus on structured service delivery and user satisfaction and known for problem-solving, process improvement, and a strong customer service orientation.

CORE SKILLS

- **Operating Systems:** Windows 10/11, macOS
- **User & System Administration:** Active Directory, Group Policy, Microsoft 365 Admin Center, MDM (iOS/Android)
- **Network & Connectivity:** TCP/IP, DNS, DHCP, VPN, LAN/Wi-Fi Troubleshooting
- **Tools & Ticketing:** ServiceNow, Jira, Microsoft Teams, Exchange, SharePoint
- **Hardware Support:** Desktops, Laptops, Printers, Peripherals, Remote Setup
- **Security & Maintenance:** Patch Management, Endpoint Security
- **Scripting & Tools:** Python (basic), Bash, Arduino, MATLAB, C++
- **Soft Skills:** Communication, Customer Service, Troubleshooting, Team Collaboration

PROFESSIONAL EXPERIENCE

IT Support Specialist – iGEMCommunications Holdings LLC (Freelance)

San Antonio, TX, USA (Remote) | Oct 2022 – Present

- Provide 1st/2nd level remote support for Windows/macOS users
- Administer Active Directory accounts and troubleshoot credential issues
- Conduct hardware deployments, system upgrades, and remote onboarding
- Support VPN connectivity and resolve Microsoft 365-related incidents

Instrumentation Intern – Thermal Power Station (JPCL)

Pakistan | Jun 2019 – Jul 2019

- Conducted routine diagnostics on electrical systems
 - Assisted senior engineers with SCADA-related instrumentation support
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EDUCATION

MSc. Hybrid Electric Propulsion Technology

Brandenburg University of Technology, Germany | Oct 2024 – Present

BSc. Electronic Engineering

University of Sindh, Pakistan | Jan 2017 – Dec 2020

CERTIFICATIONS

- ITIL® Foundation Certificate in IT Service Management
 - Safety Engineering Certification – MUET, Pakistan (Feb 2019 – Mar 2019)
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PROJECTS & HIGHLIGHTS

- **AI-Based Disease Detection Robot** – Final Year Engineering Project
 - **1st Prize Winner** – TECHNOMIND'19 Hardware Competition
 - **Conference Participation** – Sustainable Development & Social Tech Integration
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LANGUAGES

English: Full Professional Proficiency

German: Professional Working Proficiency