

MUHAMMAD ISMAIL

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PROFESSIONAL PROFILE

IT Support Engineer with 3+ years of hands-on experience in L1/L2 troubleshooting, Windows support, Active Directory, Microsoft 365, Azure AD, Automation, ServiceNow, and Jira ticketing system. Skilled in diagnosing hardware/software issues, Outlook/VPN problems, and system performance faults. Strong understanding of networking basics, remote support tools, and enterprise IT workflows. Recently expanded into data center fundamentals, including VMware ESXi/vCenter basics, virtualization concepts, and server/rack essentials. Known for structured troubleshooting and delivering reliable technical support.

EDUCATION

Master of Data Science, FAU Erlangen-Nurnberg (FAU), Germany Degree Expected 2026
Relevant Coursework: Data Analysis, Data Visualization, Machine Learning, Database Systems (SQL), Power BI, Advanced Excel, Dashboard Development, Python for Data Analysis

Bachelor of Software Engineering, Superior University Lahore, Pakistan 2015 - 2019

SKILLS

- **Programming & Data Analytics:** SQL (PostgreSQL, MySQL), Python (Pandas, NumPy, Matplotlib), Data Cleaning, Exploratory Data Analysis (EDA), Reporting, KPI Tracking, Statistical Analysis, Power BI, Excel (Pivot Tables, VLOOKUP/XLOOKUP).
- **Systems & Administration:** Windows 10/11 Support, macOS Support, Active Directory (Users, Groups, Access Control), Group Policies, Microsoft 365 (Outlook, Teams, SharePoint), System Updates, Security Patching.
- **Networking:** IP, DNS, DHCP, VPN Troubleshooting, Network Device Configuration (Switches, Routers), Connectivity Diagnostics.
- **Data Center & Infrastructure:** L1 Data Center Support, Server Monitoring, Hardware Checks, Rack & Cabling Management, Tape Backups, Storage Troubleshooting, VMware ESXi, vCenter, Incident Logging & Escalation.
- **Tools & Platforms:** ServiceNow, Jira, Freshservice, RDP, DameWare, AnyDesk, TeamViewer, Microsoft 365 Suite, PRTG Monitoring.
- **Soft Skills:** Problem-Solving, Communication, Customer Service, Time Management, Team Collaboration, Adaptability, Documentation, Attention to Detail.

EXPERIENCE On-Site Desktop Support Engineer Feb 2026 – Ongoing

Pitney Bewos GmbH

Darmstadt, DE

- Supported 180+ employees with L2 desktide troubleshooting, maintaining an 90% first-contact resolution rate and streamlining onboarding through efficient AD user management.
- Assisted with physical server reboots, tape backups, and basic storage troubleshooting, reducing backup failures by 15%.
- Logged and escalated incidents, ensuring 100% SLA compliance for critical issues.

- Created IT documentation and coordinated with vendors, reducing repeated tickets by 10–15% and minimizing downtime during hardware replacements.
- Performed hardware checks, rack maintenance, cabling, and system patching across 200+ devices, boosting overall readiness and security compliance.

On-Site Desktop Support Engineer

June 2025 – Dec 2025

ADM GmbH

Eppelheim, DE

- Performed hardware checks, rack maintenance, cabling, and system patching across 200+ devices, boosting overall readiness and security compliance.
- Provided L1/L2 desktide support to 220+ employees, achieving 85% first-contact resolution and reducing onboarding time by 25% through AD management.
- Created IT documentation and coordinated with vendors, reducing repeated tickets by 10–15% and minimizing downtime during hardware replacements.

IT Support Engineer

Mar 2024 – Apr 2025

WEB AND STYLE GmbH

Ingolstadt, DE

- Provided L1/L2 desktide support to 220+ employees, achieving 85% first-contact resolution and reducing onboarding time by 25% through AD management.
- Created IT documentation and coordinated with vendors, reducing repeated tickets by 10–15% and minimizing downtime during hardware replacements.
- Delivered L1 Data Center support for servers, improving monitoring accuracy by 20% and reducing backup failures by 15%.
- Performed hardware checks, rack maintenance, cabling, and system patching across 200+ devices, boosting overall readiness and security compliance.

IT Support Specialist

Apr 2022 – Feb 2024

ERPO PLAST GmbH

Ingolstadt, DE

- Resolved 30–40 tickets per week via ServiceNow with an average response time under 1 hour.
- Delivered desktide support for 184+ users, improving user satisfaction scores by 20%.
- Administered Microsoft 365 and performed system updates, patching, and software rollouts, raising compliance from 70% to 95%.
- Maintained IT documentation, coordinated with vendors, and supported meeting room setups, improving onboarding efficiency by 20% and meeting readiness by 40%.

PROJECTS

IT Asset Inventory Automation. Automated device tracking using PowerShell and Excel, increasing inventory accuracy by 30% and reducing manual effort by 40%.

Active Directory User Lifecycle Automation. Developed PowerShell scripts to streamline user creation, password resets, and group assignments, reducing onboarding time and minimizing manual errors.

ServiceNow Ticket Categorization Optimization. Improved ticket routing accuracy by 25%, reducing misrouted tickets and speeding up resolution time for L1/L2 teams.

LANGUAGE

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- **German** B2-C1
 - **English** C1

- **Hindi** Native
- **Urdu** Native