

MUHAMMAD AMAN ANSAR

IT Support Engineer | AI Automation & AIOps | Cybersecurity Operations

+965 55752295 | amanansar824@gmail.com | Farwaniya, Kuwait | Visa 18 (Transferable) | Immediately Available
github.com/amanansar-IT | muhammadaman.com

PROFESSIONAL SUMMARY

Results-driven IT Support Engineer with 4+ years of experience in IT service management, incident management, and end-user support — resolving 30+ tickets daily at a 95% first-call resolution rate across 150-200+ user environments. Experienced in drafting, implementing, and enforcing IT policies and IT security policies including acceptable use, password management, data protection, access control, and endpoint security standards. Combines deep hands-on IT operations expertise with advanced AI engineering, having independently built two production-ready AI platforms for AIOps and cybersecurity operations, and having developed a RAG-based policy chatbot and corporate website for Shuwaikh Gate Holding. Expert in Active Directory, Microsoft 365, network troubleshooting, change management, and remote desktop support. ITIL-aware, compliance-focused, and immediately available in Kuwait on a transferable Visa 18.

PROFESSIONAL EXPERIENCE

Junior Technical Support Engineer | Shuwaikh Gate Holding | Kuwait City, Kuwait May 2026 – Present

- Developed a RAG-based Policy Chatbot for the organization, enabling employees to query internal IT and HR policies instantly through an AI-powered conversational interface, reducing repetitive policy-related queries to the support desk.
- Designed and built the company website for Shuwaikh Gate Holding, delivering a responsive, professional online presence aligned with the organization's branding.
- Provided first- and second-line technical support across hardware, software, and network issues, ensuring timely resolution and minimal disruption to business operations.
- Assisted in maintaining IT infrastructure, user accounts, and endpoint security in line with company IT policies and standards.

IT Support Engineer | FLG Shipping & Logistics | Dajeej, Kuwait Dec 2025 – Mar 2026

- Maintained 99.2% system uptime across multiple branch locations by triaging and resolving hardware, software, and network incidents with same-day SLA compliance.
- Reduced cross-branch resolution time by 40% by deploying TeamViewer remote support, eliminating physical site visits for 80% of cases.
- Administered Windows file servers and shared folder infrastructure across multiple branches; configured NTFS permissions and reduced permission-related tickets by 35%.
- Maintained 100% critical mailbox data integrity through a structured Outlook EBM backup schedule with zero data loss events.
- Configured and migrated Microsoft 365 email accounts organization-wide, reducing mailbox-related support tickets by 30% through standardized setup procedures.
- Drafted and implemented company-wide IT policies and IT security policies covering acceptable use, password management, remote access, data handling, and endpoint security — ensuring full staff compliance and reducing policy-related incidents by 40%.

Independent AI Platform Development Jul 2025 – Nov 2025

- Independently designed and built two production-ready AI platforms (AutoIT and AI CyberSOC) from scratch, developing deep expertise in Python, RAG pipelines, vector databases, and AI automation — skills directly applied in modern IT support and AIOps contexts.

Senior IT Support Technician | Tech Solutions Pakistan | Faisalabad, Pakistan Mar 2022 – Jul 2025

- Resolved 30+ helpdesk tickets per day via Zendesk, maintaining a 95% first-call resolution rate across a 150-user environment — ranked #1 in team performance reviews.
- Reduced system downtime by 20% through a proactive hardware maintenance program covering 150+ laptops, desktops, and network printers, saving 200+ hours of lost productivity annually.
- Led Microsoft 365 migration of 100+ mailboxes from on-premise Exchange with zero data loss, completing the project 5 days ahead of schedule.

- Enforced 100% endpoint patch compliance using ESET/Symantec, resulting in zero successful malware incidents over a 3-year tenure.
- Built and maintained an IT knowledge base with 40+ troubleshooting procedures, reducing average ticket resolution time by 25% team-wide.
- Mentored 1 junior technician to full independent ticket resolution within 60 days, improving overall team capacity by 30%.
- Developed and enforced IT security policies including access control, BYOD policy, incident response procedures, and data classification guidelines — achieving full regulatory compliance and zero data breach incidents across 3 years.

IT Support Officer | Faisalabad Textile Mills | Faisalabad, Pakistan

Jun 2021 – Feb 2022

- Delivered first-line IT support to 200+ users across multiple departments, achieving consistently high satisfaction scores through prompt response and clear communication.
- Deployed and asset-tracked 50+ new workstations and peripherals during a company-wide hardware refresh, completed on time and under budget.
- Maintained 100% endpoint patch compliance across all Windows workstations, eliminating security vulnerabilities throughout tenure.
- Installed and certified Cat5e/Cat6 structured network cabling for 30+ nodes during an office expansion, enabling full operations within 2 weeks.

TECHNICAL SKILLS

Operating Systems	Windows 10/11, Windows Server 2016/2019, Ubuntu Linux, macOS
Networking	TCP/IP, DNS, DHCP, VLANs, VPN, Wi-Fi, LAN/WAN, Cat5e/Cat6, Firewalls
Active Directory	User & Group Management, GPO, Account Lifecycle, File Permissions, NTFS
Microsoft 365	Exchange Online, SharePoint, Teams, OneDrive, Azure AD, Mailbox Migration
Helpdesk & ITSM	Zendesk, Jira, Freshservice, Spiceworks, TeamViewer, ServiceNow, SLA Management, KPI Tracking, Incident Management, Problem Management, Change Management, Service Desk, Help Desk
IT Governance & Policy	IT Policy Development, IT Security Policies, Acceptable Use Policy (AUP), Password Policy, Access Control Policy, Data Protection, Endpoint Security Standards, ITIL Framework, Compliance, Risk Assessment, Business Continuity, Disaster Recovery
AI & Automation	Claude API, OpenAI API, RAG Pipelines, ChromaDB, LangChain, Python, Autonomous Agents, AIOps
Cybersecurity	MITRE ATT&CK, SIEM Concepts, IOC Analysis, Threat Intelligence, Incident Response, NIST
Security Tools	ESET, Symantec, VirusTotal API, AbuseIPDB, NVD/NIST API, Endpoint Hardening
Monitoring & CMDB	psutil, Plotly, Real-Time Metrics, Asset Management, Anomaly Detection
Cloud & Dev	Azure AD, Streamlit, SQLite, Git/GitHub, VMware, Hyper-V
File Servers	Windows File Server, NTFS Permissions, UNC Paths, Drive Mapping, DFS
Web Development	RAG Policy Chatbot Development, Website Development & Deployment

AI PROJECTS PORTFOLIO

Shuwaikh Gate Holding — RAG Policy Chatbot & Corporate Website

- Developed a Retrieval-Augmented Generation (RAG) Policy Chatbot that ingests company policy documents into a vector database, enabling employees to ask natural-language questions and receive accurate, cited policy answers instantly.
- Built and deployed the official Shuwaikh Gate Holding company website, delivering a responsive, branded online presence for the organization.

AutoIT Platform — AI-Powered IT Operations System | github.com/amanansar-IT/autoit-platform

- Built a RAG chatbot ingesting IT documentation into ChromaDB vector database, reducing repetitive L1 queries by an estimated 60% through cited AI responses.
- Engineered an autonomous IT support agent that auto-classifies tickets by priority, executes live diagnostics (ping, DNS, disk, process checks), and resolves Tier-1 issues without human intervention.

- Developed a real-time AIOps monitoring dashboard tracking CPU, memory, disk, and network metrics with AI anomaly detection and automatic incident ticket creation.
- Built a full ITSM Ticket Management system with P1-P4 SLA enforcement, Kanban board, auto-escalation, and CSV export mirroring ServiceNow and Freshservice workflows.

Stack: Python, Claude API (Anthropic), ChromaDB, LangChain, Streamlit, SQLite, psutil, Plotly

AI CyberSOC Platform — Cybersecurity Operations Center | github.com/amanansar-IT/cybersoc-platform

- Built a multi-AI-provider Threat Intelligence Center supporting Claude, GPT-4o, Gemini, and Groq with automatic fallback chain and per-provider token usage tracking.
- Engineered an IOC Analyzer making parallel API calls to AbuseIPDB, VirusTotal, URLScan.io, Shodan, and AlienVault OTX with MITRE ATT&CK technique mapping.
- Developed a Phishing Email Analyzer performing full header analysis (SPF/DKIM/DMARC), link extraction, and VirusTotal checks with auto-generated user warning emails.
- Built a Vulnerability Management Center querying NVD NIST and OSV.dev for CVEs with AI plain-English explanations and a risk-ranked Patch Priority Engine.

Stack: Python, Claude API, OpenAI API, Groq API, Gemini API, Streamlit, SQLite, VirusTotal API, NVD NIST API, Plotly

EDUCATION

Bachelor of Science in Information Technology (BS-IT)

2019 – 2023

Riphah International University | Faisalabad, Pakistan

Final Year Project: Developed a Wi-Fi security analysis tool demonstrating applied knowledge of network protocols and ethical hacking methodology.

CERTIFICATIONS

- Cisco — Introduction to Cybersecurity
- Cisco — Cybersecurity Essentials
- Cisco NetAcad — Introduction to Networks
- Cisco NetAcad — Switching, Routing and Wireless Essentials
- NDG Linux Essentials

LANGUAGES

English: Fluent (Professional) | Arabic: Beginner (Active Study) | Urdu: Native