

MOHAMED THANSEEM

Aspiring IT Support Professional

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PROFESSIONAL SUMMARY

Information Technology undergraduate at University of Moratuwa. Experienced in PC assembly, operating system installation, software configuration, and remote technical support. Familiar with Microsoft 365, SharePoint, Windows Server fundamentals, and AnyDesk. Seeking an IT Support or IT Assistant internship to gain industry experience and apply technical skills in a professional environment.

EDUCATION

Bachelor of Information Technology

University of Moratuwa, Sri Lanka | April 2023 – January 2026

- Completed all academic requirements for the Bachelor of Information Technology degree.
- Studied Computer Networks, Database Systems, Operating Systems, Software Engineering Fundamentals, Marketing, and Management Principles.

Diploma in Mass Media

Cased Institute, Sri Lanka | June 2024 – June 2025

- Foundation in media and communication, covering journalism, mass communication, public relations, and both digital and traditional media platforms.

Diploma in Information Technology

Cased Institute, Sri Lanka | June 2024 – June 2025

- Knowledge of artificial intelligence and integration, internet and web technologies, database management, and cybersecurity fundamentals and ethics.

Advanced Level

BT/BC Al-Hidaya Maha Vidyalaya | 2021/2022

- Completed Advanced Level education in the Arts stream, studying Islamic Civilization, Geography, and ICT, with a focus on analytical thinking and understanding social, cultural, and technological concepts.

SKILLS

Core Competencies

- End-User Technical Support & Troubleshooting
- PC Assembly, Hardware Diagnosis & Repair
- Windows OS Installation & Maintenance
- Software Installation, Licensing & Configuration
- Remote Desktop Support (AnyDesk)
- Microsoft 365 / Office 365 Administration
- Microsoft SharePoint (Basic Administration)
- Windows Server (Foundational Knowledge)
- Technical Documentation & Reporting
- IT Asset & Inventory Management

Soft Skills

- Clear Communication with Non-Technical Users
- Analytical Problem Solving & Root Cause Analysis
- Team Collaboration & Stakeholder Support
- Organised Workload Handling & Deadline Adherence

PROJECT & PRACTICAL EXPERIENCE

Custom Desktop PC Build & Configuration

Hands-On Project | 2022 – Present

- Planned and assembled 3+ custom desktop PCs, selecting compatible components including CPU, RAM, storage, GPU, and power supply
- Performed hardware upgrades and maintenance, helping reduce common system issues and improve overall stability
- Diagnosed and resolved hardware-related faults for personal and nearby user systems

Operating System Deployment & Software Configuration

Hands-On Project | 2022 – Present

- Installed and configured Windows 10/11 on 10+ laptops and desktop systems, including drivers, updates, and essential software setup
- Configured productivity applications and basic security settings based on user requirements
- Performed software troubleshooting, reinstallation, and system optimization to improve device performance

IT Support & Remote Troubleshooting

Hands-On Project | 2022 – Present

- Provided remote and in-person technical support using tools such as AnyDesk for multiple users
- Diagnosed and resolved common Windows issues, software conflicts, and performance-related problems
- Assisted users with application setup, connectivity issues, and basic system troubleshooting

CERTIFICATIONS

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| • Certificate in Web Development | 2025 |
| • Certificate in Office Management | 2024 |
| • Certificate in English for Communication | 2024 |
| • Certificate in Information Technology | 2022 |

LANGUAGES

- **Tamil** (Native)
- **English** (Intermediate)