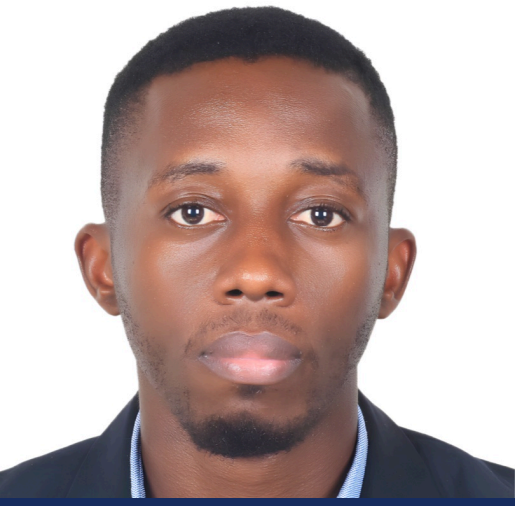


GODWILL YUNGONG JAFF

IT SUPPORT ENGINEER

CONTACT

PHONE
+971 55 803 7271

EMAIL
jaffgodwill@gmail.com

LOCATION
Sharjah, United Arab Emirates

PORTFOLIO
godwill.cv

SKILLS

Support
Onboarding and off-boarding, account management, incident management, service requests, SLA

Systems
Windows 10/11, Microsoft 365 (Outlook, Teams, OneDrive), SharePoint basics

Hardware
Desktops, laptops, printers and peripherals, device deployment and refresh

Network
Connectivity troubleshooting, wired and wireless basics

Also
HTML/CSS, React, Next.js, SEO, Meta and Google Ads

LANGUAGES

English	Professional
French	Professional

References available on request.

PROFILE

IT support engineer based in Sharjah. Recently supported Shell UAE end users onsite through TCS, after two years as the full-time IT person at a busy Dubai restaurant. Comfortable with Windows 10/11, Microsoft 365, hardware deployment and working tickets within SLA, and used to working alongside other vendors' teams. Currently studying toward Azure administration.

SHELL UAE
Onsite enterprise end-user support via TCS

2 YEARS
Full-time, in-house IT support in Dubai

WITHIN SLA
Incidents and service requests, onsite and in the field

EXPERIENCE

Mar 2026 – Present
Freelance

IT Field Support Engineer
TECH DOMAIN · AUSTRALIA-BASED IT FIELD ENGINEERING PLATFORM

- On-site fixes for hardware, software and network faults, within SLA
- Install and configure desktops, laptops, printers and peripherals
- System upgrades, maintenance and repairs
- Escalate complex cases to higher-level IT teams

Jul – Aug 2026
Contract

IT Support Engineer
SHELL UAE · WORLD TRADE CENTER, DUBAI (VIA TCS)

- Onsite support for Shell end users on a coverage assignment
- Fixed Windows, Microsoft 365 (Outlook, Teams, OneDrive) and network issues
- Resolved incidents and service requests within SLA
- Device deployment and refresh with multi-vendor onsite teams

Aug 2024 – Jun 2026
Full-time

IT Support Professional
CHEF IRINA RESTAURANT · IBN BATTUTA, DUBAI

- Configured and maintained computers, printers and office devices
- Diagnosed and fixed hardware, software and network problems
- Routine maintenance, updates and system checks
- Kept the website and Google Business Profile up to date

2023 – 2024
Part-time

Digital Marketer & IT Support
EASY TRAVELEX AGENCY FZE · UAE

- Set up office devices and kept the network running
- Ran the agency's Meta ads and social media content

Also: freelance web developer since 2023, and freelance SEO for The Boss Spa Dubai and Shambala since May 2026.

CERTIFICATIONS

Google IT Support Professional Certificate
Google · Coursera

Hardware and Operating Systems Essentials
IBM · Coursera

Professional IT Technician Certificate
CIS Cameroon

Computer Networking: Wired and Wireless
Alison

EDUCATION

DQP / HND in Information Technology
Technical Support, Systems & Networking
Cameroon Institute of Specialisation
2016 – 2018