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| **MUSTAFA**  **E-Mail Id:** [**Mustafa.226101@2freemail.com**](mailto:Mustafa.226101@2freemail.com) |  |

**CAREER OBJECTIVE:**

To attain a challenging position that offers me an opportunity to utilize my knowledge and skills to grow with the organization in the process of learning emerging technologies.

**ACADEMIC QUALIFICATION:**

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| **COURSE** | **INSTITUTION** | **YEAR** | **PERCENTAGE** |
| **BCA** | J.H.A. Agarsen college,  Madhavaram,  Chennai-51. | 2013 | 60% |
| **HSC** | Jamalia Hr. Sec School, perambur, Chennai. | 2010 | 52% |
| **SSLC** | Jamalia Hr. Sec School, perambur, Chennai | 2008 | 58% |

**TECHNICAL COURSES:**

**CERTIFIED ON : MCSA (**Microsoft Certified Solution Associate**) &**

**MCSE** (Microsoft Certified Solution Expert)

**COURSE COMPLETED : CCNA** (Cisco Certified Network Associate)

**SKILL SETS:**

**OPERATING SYSTEM :** Windows Server 2003 to till date, Windows OS 7, 8 and 10

**NETWORKING :** LAN, WAN, Switching, Routing and Subnets

**COMMUNICATION :** Fluent in English, Hindi, Urdu and Tamil

**POSITIVES:**

* + Quick Learner
  + Technical enthusiast
  + Energetic, positive approach Dynamic and flexible towards work
  + Reliable and confident

**PROFESSIONAL EXPERIENCE SUMMARY:**

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| --- | --- | --- | --- | --- |
| **Employer** | **Client** | **Position** | **Tenure** | **Place** |
| Care It Solution | Wipro Technologies | IT Support Eng | Sep 2016 – Jul 2017 | Chennai |
| Zork Technologies | Local Support | IT Support Eng | Jan 2015 – Jul 2016 | Chennai |
| 4C IT SERVICES | Local Support | IT Process Associate | June 2013 – Dec 2014 | Chennai |

**Roles and Responsibilities in CARE IT SOLUTIONS – Current Employer**

* + Installing and configuring Windows Server 2003, 2008, 2012 R2 And 2016
  + creating/deleting/disabling/unlocking/resetting of user AD
  + Creating User Accounts and adding them to appropriate groups in Active Directory and handling issues related to user accounts
  + Creating Users, Groups, Computers, Organizational Units in Active Directory
  + Administer and Maintain end user accounts, permissions, and access
  + Configuring Domain Controller, Additional Domain Controller and Child Domain
  + Responding to User queries related to both network and Windows.
  + Integrating DHCP with DNS and Active Directory
  + Planning and deploying Network firewalls for Clients
  + Configuring network security policies and VPN access polices
  + Managing HP and Cisco switches remotely as well as on-site
  + Creating subnets and configuring Vlans

**ROLES and RESPONSIBILITIES in ZORK Technologies.**

* + Windows XP, 7, & 8 installations, Trouble shooting.
  + MS Office package installation and troubleshooting
  + Antivirus Installation and virus scanning.
  + Hardware installation and troubleshooting.
  + Giving technical support for users.
  + Desktop assembling.
  + New mail configure and taking backup of MS Outlook.
  + Regularly monitoring system - task manager, event viewer, Services.
  + Installing and configuring Local area networks.
  + Application software installation and troubleshoot their related issues.
  + Configuring and troubleshooting network related issues.
  + User Data backup and restore.
  + Patches and service pack upgradation.
  + SAP Configuration
  + Handling cisco switches(2690) and routers(1900,2900)

**Roles and Responsibilities in 4C IT SERVICES as an IT Process Associate.**

* + Recording, analyzing and processing the IT requests from the client
  + Handling IT support request and troubleshooting desktop, laptop related issues for healthcare team.
  + Co-ordinating conferences and scheduling calls with networking team and other support teams
  + Maintaining the data and exporting reports to check productivity of healthcare team.
  + Recording new IT equipment request and analyzing the same
  + Executing daily IT health checkups of all desktops to ensure smooth operations
  + PC optimization, Tune up and Antivirus checkups at regular basis.
  + Processing automated reports of medical data for healthcare clients.

**PERSONAL PROFILE:**

**Date of Birth :** 21.04.1992

**Marital Status :** Single

**Nationality :** Indian

**Religion :** Islam

**Languages Known :** English, Tamil, Hindi, and Urdu.