****



**MOHAMMED**

[**MOHAMMED.267191@2freemail.com**](mailto:MOHAMMED.267191@2freemail.com)

**CAREER OBJECTIVE:**

To work with utmost commitment towards attainment of organization goals by contributing the best of my capabilities both through my hard work and intellect there by fulfilling my quest supreme knowledge and producing unprecedented results.

**EXPERTISE:**

|  |  |
| --- | --- |
| * Technical Troubleshooting | * System Upgrades & Optimization |
| * EndUser Training | * Security,Backup & RecoverySolutions |
| * VirusDetection,Removal & Prevention | * Technical & User Documentation |
| * IT Infrastructure Performance Tuning | * Relationship Management |

##### EDUCATION:

**Master of Computer Application** from A.V.V.M Sri Pushpam College, poondi Thanjavur dist. Bharathidasan University - (2012) with 72.25%

**Bachelor of Science in Information Technology** from Ponnaiyah Ramajayam College–Thanjavur, Bharathidasan University - (2010) with 73.2%

**TECHNICAL SUMMARY :**

**Certifications** :Cisco Certified Network Associate(CCNA)

**Course Completed** : Microsoft Certified Solutions Associate (MCSA)

**Platforms Server OS** : Windows Server 2012

**Clients OS** : Windows XP,7,8.1 pro ,10 pro , Mac OS X

**BackEnd** : SQL Server, Oracle Basic

**TECHNICAL SUMMARY :**

**Networking**  : LAN, WAN ,TCP / IP, Wireless ,DHCP ,DNS

CiscoRouters & Switches

**Hardware** : iPads, Tablets, Desktops, Laptops, Printers,Scanner.

**Applications**  : Antivirus, Microsoft Office 2013,2016,

Recovery Software and others.

**Desktop/Laptop** :Excellent Trouble Shooting skills regarding OS and

Various Applications Issues.

##### EXPERIENCE:

**Merlinsoft Technology Pvt Limited**

**IT Support Engineer : Mar 2014 – Jul 2017**

Primary help Desk Technical Assistance and Troubleshooting on IT platform Setting

Up Configuration,Organization of Cisco IT Infrastructure including Switches ,Routers.

**Job Profile:**

* Provided functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, LAN, and remote systems.
* Installing & configuring Active Directory & creating users & group, Assigning Sharing & Security Permission to Respective Users.
* Managing User Administration, Groups, Organizational Units and Group policy objects on Windows 2012 Domain controllers.
* Creating Distributed File System ,WDS, RDS ,Group Policy Software Depolyment, RODC,FSRM,DHCP,DNS..
* Installing and configuring Local Printers & Network Printers.
* E-Mail Client Configuration & Support(Microsoft Outlook & Outlook Express)

**Network Support:**

* Manage connection,Configuration and Organization of Cisco equipment

in IT architecture of organization.

* Knowledge of Routing Protocols RIP, EIGRP, OSPF and BGP.
* Knowledge of TCP/IP, OSI model, IP addressing & Sub Netting.
* Knowledge of VLAN ,VTP, Etherchannel configuration on Cisco Switch.

**Comforters-IT Solutions**

**Software Tester : May 2013 – March 2014**

* Experience in Software Manual Testing.
* Functional Testing And Regression Testing.
* Design and Tested Project BirdieLesson related to Golf Course.

**JOB Profile:**

* Testing software to identify & resolve problems from a endusers perspective.
* Analyzing, writing reports ,communicating results to colleagues & managers.
* Testing full product suite's, identifying problems & resolving them with the development team.
* Successfully working to very tight deadlines & working under extreme pressure.
* Creating Test Case Using excel and also Used Testing Tools.

**PERSONAL DATA:**

Age : 28yrs

Sex : Male

Nationality : Indian

Religion : Islam

Marital Status : Single

Language Known : Tamil,English

Visa Status : Visit Visa upto 11th Jan 2018

I here by declare that the above given information is correct to the best of my knowledge and belief.