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| **Raseena U Hamza** |
| **CURRICULAM VITAE** |
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**Career Objective:-**

Intend to build a career with leading corporate of hi-tech environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging creative environment.

**Key Skills**

**Academic Skills**

* **Master of computer applications** (Vivekananda College of Arts and Sciences for women, Erode ,Tamil Nadu2010)
* **Bachelor of Mathematics** (N.S.S.College Ottappalam-University of Calicut Kerala 2007)
* **Higher Secondary education (HSE**) (C.H.S.S. Cheruthuruthy – Kerala HSE Board 2004)
* **S.S.L.C** (Little flower Thrissur Kerala 2002)

**Core Skills**

**Technical Support**

* Delivered prompt resolution through efficient diagnosis of problems on PC configuration, basic network conflicts and congestions and provide end to end support on ensuring ZERO downtime.
* Issuing fixes for technical problems and extending support for hardware and software based concerns including, computer boot problems, windows installation and software upgrades.
* Deliver expertise in deriving cost effective solutions for making data and system backups. Carry out effectively hard disk partitioning and disk mounting.
* Ensure that the customer can easily perform technical tasks by translating jargons and solutions into easy everyday language through telephone or email if required.
* Detect advanced issues in PC`s related to various parts of the main system entailing RAM, Processor, Hard disk, Motherboard, etc.
* Actively utilize all available tools and troubleshooting equipment and processes in identifying the root of all technical problems and generate effective solutions.
* Consult and coordinate with various teams and enter research if required to provide the best quality of support and resolution to customer complaints.

**Customer Service**

* Perform high quality customer service activities adhering to defined / set metrics on quality and quantity perspectives and achieve company set goals.
* Analyze leads and opportunities to identify prospects and strategize sales pitch by conducting field sales calls with the team to sell products.
* Identify new markets, develop acquaintances / network and recommend strategies to drive forward positive opportunities identified.
* Maintain cordial relations with clients strengthening benevolence in the market to increase business profits and maintain business continuity.

**Professional Contour**

**Experience in UAE**

* 2 year experience as a **HR Assistant** in **B&B Dubai Advertising LLC, Dubai**

**Experience in India**

* 1 Year experience as a **Data Entry Operator** **in EMKE group, THRISSUR,KERALA,INDIA**
* 6 months experience as a **Junior software developer** **in AIKO InfoTech, THRISSUR,KERALA,INDIA**
* 5 months experience as a **Teacher** **in AL-IRSHAD ENGLISH SCHOOL, KILLIMANGALAM, THRISSUR ,KERALA,INDIA**
* Completed three month certification course In**.Net**

**Technical Skills**

* ASP.NET, VB.NET,C#.NET,JAVA
* .NET frame works 2.0
* SQL Server 2005
* CSS
* DREAMWEAVER
* Java Script, VB script

**Project/Experience**

**Navigator**

Design and Development

E-biz network solutions, Ernamkulam, India

* Using ASP.net 2.0 SQL server 2005
* This programme is designed for the user to find the shortest path going to the remote areas. It also provides information about the bus and trains available going to different remote places.

**Business to Business application**

Design and Development

Vivekananda College of Arts and Sciences for women, ElayamPalayam

* Using JSP(Java server pages) , Microsoft Access
* If the customer wants a project means they have to directly approach the company and there will get the project. It takes more time and cost. The system arises many problem and improper notice due to improper validation and user not having proper guidance to interact with that site. The main of this project is to solve all these problems.

**Personal Details**

* Date of Birth : 25/09/1986
* Nationality : Indian
* Marital Status : Married

**Linguistic Knowledge**

**English, Hindi, Tamil, Malayalam and Basic Arabic**

**Job Seeker First Name / CV No: 1823286**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

