

|  |
| --- |
| **SAHADOON****SAHADOON.304583@2freemail.com** |

**Career Profile**

To secure a challenging position in an organization where I can effectively contribute my talents, skills and also implement and influence my creative ideas in an organization where there is a scope for organizational as well as individual development as a professional.

* Advanced user of Word, Excel and Outlook.
* Exceptional written and oral communication skills.
* Good organisational and time management skills.
* Ability to research, digest, analyse and present material clearly and concisely.
* Excellent interpersonal skills.
* Flexibility and adaptability to juggle a range of different tasks and to work extra hours to meet deadlines.
* Discretion and an understanding of confidentiality issues.
* Self-motivated, pro-active and flexible.
* Ability to work under pressure and meet deadlines.
* Excellent attention to detail.

**Work Experience**

 **Al Areej Computer LLC Sharjah**

 **IT Support Engineer (JUL 2016-OCT 2016)**

**Responsibilities:**

* Manage shared folder and devices through permission
* Mail Clients configuration backup &Troubleshooting (MS Outlook, Outlook Express)
* Data Backup of all users,
* Local and Network Printer configuration, troubleshooting.
* Internet & LAN configuration, troubleshooting
* Software troubleshooting update and patch installation
* Manage Antivirus.
* Issue H/W, S/W and accessories to users.
* Inventory management.
* Data Cards configuration and troubleshooting.

 **Capricorn System Pvt.Ltd. Kanhangad**

 **Laptop and desktop Support Engineer (JUN 2014-JUN 2016)**

**Responsibilities:**

* Installing and maintenance of laptop,desktop and OS.
* Sales and purchase of System components.
* Troubleshooting of Desktop related and H/W, OS and Application Software related issues.
* Troubleshooting LAN connections .
* Experience of selling communications, IT hardware, voice applications, broadband connections, microchips, network applications, services, data, software and cloud based technologies.
* Extensive knowledge of the companies products an also of the wider IT marketplace.
* Keeping up to date with the developments of new technologies.

**Kochar InfoTech, Banglore, India**

 **Technical Support Executive (JAN 2013-JAN 2014**)

**Responsibilities**:

* Assisting the users to solve their technical issues.
* Contacting lapsed & new customers to introduce and promote products.
* Training new staff on call logging software.
* Re-directing enquiries to the appropriate person.
* Building and developing accounts.
* Contributed to and participated in team meetings and activities.
* Gather customer’s information and determine the issue by evaluating and analysing the errors
* Assisting the customer’s problem regarding technical issues in their system.
* Keep tracking of user issues and forwarding to quality team.

**Se-mentor Solutions, Techno park, Trivandrum**

**(Trained as Test Engineer)**

Workshop on Software engineering as internal training from M/s Se-mentor Solutions, Techno Park. Got certified and brief knowledge about software engineering, especially testing, analysing and implementation methods

**Certification Courses**

**Cisco Certified Network Associate, B-Soft Solutions, Kannur, Kerala, India.**

**Network Engineering**

Installation, Configuration, and Administrating and troubleshooting Microsoft® Windows® XP Professional and windows 7,8, 10.Configuration of routers and switches.

**Education**

* **Bachelor of Technology in Computer Science & Engineering (2008-2014)**,Kannur University,Kerala, India.
* **Board of Higher Secondary Examination (2008)** - Government of Kerala, India.
* **Secondary School Leaving Certificate (2006)** – Government of Kerala.

**IT Skills**

* Office Package : MS Office (Word / Excel/ Access / Publisher / PowerPoint/outlook)
* Languages : C, C++, Java, HTML, JavaScript
* DBMS Packages : MySQL
* Operating Systems : Windows XP, Windows7, windows 10
* Web Designing : HTML,PHP, JavaScript.
* Implementation of routing protocols RIP / OSPF / EIGRP / BGP /VLANs

**References:**

Available on request.