**CURRICULUM VITAE**

**SIMON ANTHONY MALIK**

A well-mannered and articulate helpdesk support professional with extensive experience of performing diagnostics and resolving a customer’s technical problems via IT Service Portal, telephone, e-mail CCTV Camera installations & IP Camera Configures and Vm ware Esxi/Virtual Machine configure & installations and one to one. Having a proven track record of successfully finding the root causes of problems, resolving them or forwarding suggestions for improvements. A problem solver who enjoys a challenge and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail.

**Objective:** To obtain an appropriate position in a Company where I can utilize and maximize my management and leadership skills, quality assurance, experience acquired over a period of time, resulting in organizational growth

**ACADEMIC QUALIFICATION:**

* Matriculation from Science Group Secondary Education Karachi
* Intermediate from Commerce Group Karachi Board

**EMPLOYMENT EXPERIENCE:**

1. **BCI Services P.V.T ltd** - 1 year

**Job Role** : IT Solution Printers & Scanners Desktop & Servers Service

1. **Faysal bank P.V.T ltd** - 3 years

**Job Role** : IT Support Engineer

Provide First & Second Level support in

Internal Help Desk to resolve user concerns

Issues with Specific Application and Multiple Applications.

1. **Soneri bank P.V.T ltd** - 2 years

**Job Role** : IT Support Engineer

Desktop Support & Multiples Applications Support Active Directory

1. **Mushko Electron PVT ltd** - 1 years

**Job Role** : PCs, Laptops, Printers, Servers, Photo Copy Machine

Hardware Support & Applications Support & Sales Executive Officer

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**ADDITIONAL FEATURES:**

* Email & Internet
* Outlook 07-10-13 Configure
* MS Office All Version
* Multiple Application

**Desktop Support Engineer / LAN Administrator**

* Provide Day to Day support to End users including all South Region branches & Head office at Faysal House.
* Responsible for the testing of different applications & Hardware including Windows O/S , Banking software & all business departments.
* Worked as Desk Top Support supervisor
* Coordination and support all branch engineers regarding implementation issues.
* Administrate the complete I.T setup during branch opening at Sukkur, Hyderabad & Karachi branches.
* Develop and maintain of LAN environment. Cable Harnessing.
* Network based problem solving & troubleshooting.
* Hardware trouble shooting. Installation / Replacement of Hardware including RAM, CR-ROM, Hard disk , Power Supply, Printers, Scanners.
* Network Monitoring of all south region branches using Solar Winds
* Operate Help Desk system (Alexo).
* Client support for Internet, Emails, Siebel’s, Ebanssssking, Treasury Systems
* Also having experience to work on Thin clients at user end
* Windows 7 deployment using Imagex tool more than 100 Users

**PERSONAL PARTICULARS:**

* Father Name : Antony
* Date of Birth : 26-April-1991
* Religion : Christian
* Marital Status : Single
* Nationality : Pakistani
* Languages Known : English &Urdu &Hindi

**Job Seeker First Name / CV No: 1828794**

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