

 Vahid K.A

Objective

A highly competent and enthusiastic 1st line support with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and an in depth knowledge of ITIL processes. Boasting a consistent & proven track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing performance.

Looking for a challenging role to prove my capabilities and utilize my potential knowledge and skills and thereby contribute to the growth of the organization and self.

 Above eight years experience in Network Support Operating Systems Support Security Issues Antivirus management Field level trouble shooting Maintenance Management of L2 L3 Wireless Networks Installation and Management of Operating Systems etc with a Cochin based multinational travel agency. Approximate two years experience in Security UTM Firewall etc with the same firm. Also in possession of Certification in Client Systems (MCP from Microsoft).

 **Summary**

* Around 8+ years of experience in IT networking and System Administration industry this includes System Administration, Networking & IT Technical Support.
* Have working experience with Fortinet & Cyberoam Firewalls
* Windows administration skills including configuration and problem identification/resolution and provided support to different team to meet their requirements.
* Support and solving network problems and software for operating systems Microsoft Windows.
* Installing, Configuring and Managing Operating System Windows.
* Configuration and management of a Antivirus.
* Good Knowledge of LAN, WAN technologies.
* Installing and Configuring IP Based printers and other network devices.
* Outlook Express, Microsoft Outlook & Internet services
* Blackberry, I Phone, I Pad & Android service of software side.

**Academic & Technical Education**

* Diploma in Computer Hardware & Networking.
* BSc. (Computer Hardware & Networking).
* PDC from Calicut University, Kerala.
* SSLC from St: Rita’s High School, Vyttila, Kerala.

**Certification**

* Microsoft Certified Professional -MCP

**\**

**Professional Experience**

Company : Intersight Tours & Travels

Designation : IT System Administrator

Period : From Aug 2008 to Present.

Company : Ceenet Computers

Designation : System Engineer

Period : From Sep 2006 to May 2008

**Duties**

* Providing 1st line technical support, answering support queries via phone & email.
* Remote administration and management of customer premises equipment.
* To log & priorities system & user support calls for the second line support team.
* Carrying out user administration and set up.
* Recording and auctioning faults as reported on: PC’s, laptops and mobile.
* Determining the nature of faults and the steps required to rectify it.
* Creating and maintaining email profiles for users. Closing the job when normal service is resumed.
* Writing progress and statistical reports for supervisors and managers.
* Using remote control software tools to provide fault resolution and diagnosis.
* Creating and administrating email accounts.
* Document and maintain Help Desk policies and procedures.
* The update and maintenance of the IT service desk authorized user’s database.

**Interpersonal / Professional Development skills:**

I possess good written and verbal communication skills and the ability to deliver what a company promises under pressure. Being extremely self-motivated, I have a desire for rapidly acquiring higher levels of responsibility commensurate with newly acquired knowledge and demonstrated expertise.

**Personal Details**

1. Name : **Vahid K.A**

2. Sex & Marital Status : Male, Married

3. Date of Birth : 24th May 1986

4. Nationality : Indian

**Job Seeker First Name / CV No: 1836216**

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