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| ABOUT MEI am a Microsoft certified Professional with B-tech Computer science graduation. I have been working as an IT Support Engineer in Irfan Network Solutions and HCL TechnologiesSKILLSWORK

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| DESKTOP |  |  |  |  |  |
| SERVER |  |  |  |  |  |
| PERIPHERALS |  |  |  |  |  |
| NETWORKING |  |  |  |  |  |
| HARDWARE |  |  |  |  |  |

PERSONAL

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| COMMUNICATION |  |  |  |  |  |
| ORGANIZATION |  |  |  |  |  |
| TEAM PLAYER |  |  |  |  |  |
| CREATIVITY |  |  |  |  |  |
| SOCIAL |  |  |  |  |  |

LANGUAGESEnglish : Read, Write, SpeakHindi : Read & SpeakMalayalam: Read, Write, SpeakTamil : SpeakArabic : Read | MUHAMMEDC:\Users\Nazeef\Downloads\Image\mcsa-server-20121.jpgMuhammed.332514@2freemail.com IT Support Engineer  EDUCATION2010 – 2014**BACHELOR OF TECHNOLOGY** **(**First Class**)**COMPUTER SCIENCE AND ENGINEERING University of Calicut, Kerala, India2007 - 2009**HIGHER SCHOOL CERTIFICATE** (73%)PTM Higher Secondary School, Thazhekode, KeralaTRAINING COMPLETED* Computer Hardware (PC & LAPTOP)
* CCTV Installing and Management
* Microsoft Exchange server 2013
* Cisco Certified Network Associate (CCNA)
* VM ware Certified Professional (VCP) in Data Centre Virtualization

CERTIFICATIONS* Microsoft Certified Solution Associate

in Windows Server 2012r2Microsoft certification id: EXPERIENCE

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| **HCL Technologies** Air India, Bangalore International Airport  |  |
| **DESKTOP SUPPORT ENGINEER** | April 2016-September 2016 |

* Monitoring and reporting LAN and WAN [Head Office, Cargo, and Airport]
* Installing and configuring Windows Desktop XP, 7 and Driver software
* Monitoring Intranet and Internet of Air India using freeping and reporting
* Install and Configure Microsoft Office 2007
* Local and Network Printer/Scanner Installing troubleshooting
* The Internet Proxy & WIFI Troubleshooting(2 Proxies: HAL and Delhi)
* Software troubleshooting update and patch installation
* Remote assistance using VNC and Ammi admin & telephonic support
* Antivirus Kaspersky installation and monitoring
* PC Backup & Hardware repair/ replacement
 |
| INTERESTSComputingTraveling SwimmingFootballSocializing with friendsMoviesSKILL SUMMARY**Technical Support:**Windows XP,7,8,10 Server OS: Windows 2012r2MS Active Directory MS OutlookMS OfficeExchange Server AdministrationFile ServerPrinter and ScannerUser Profile backupAntivirus and PatchesDisk management and partition**Network Support:**LAN & TCP/IPFirewall AdministrationMap Drive/ SharingDHCP, DNS, IIS, VPNVNC, Ammi AdminIP TelephonySAN Storage |

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| **Irfan Network Solutions**Perinthalmanna, Kerala |  |
| **IT SUPPORT ENGINEER** | June 2015-Feb 2016 |
| * Installing and configuring Windows Desktop & Servers.
* Mail Clients configuration, backup & troubleshooting (MS Outlook & Thunderbird)
* Managed Exchange 2013, and user accounts in Active Directory.
* VPN administration & Optimize system performance and provide security measures, troubleshooting and maintenance as required
* Managed and Administered Windows 7, Windows 8 workstations and domains
* Virtualization with VMware 5.5, Hyper-V[2012R2]
* Supported Microsoft Office 2007/2010 & Open Office
* Local and Network Printer configuration, troubleshooting
* Internet, WIFI & LAN configuration, troubleshooting
* Anti-virus (Avira, Kaspersky ) & shared folder
 |

ACHIEVEMENTS* Conducted seminars on new trends in Computer system in CS department Government POLY technic, Palakkad
* Conducted Seminars on Networking and its features in Al-Ameen Engineering College, Shornur
* Conducted workshop on Virtualization in Ma 'din polytechnic, Malappuram
* Program Convener of Arts and Technical Fest 2014 in our college
* Vice-captain of College football team (Runners-up in University Football Tournament 2013)
* NSS (National Service scheme) volunteer

SOCIAL |

Date: 09/ January/ 2017 Dubai