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| ABOUT ME I 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 Technologies SKILLSWORK  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | DESKTOP |  |  |  |  |  | | SERVER |  |  |  |  |  | | PERIPHERALS |  |  |  |  |  | | NETWORKING |  |  |  |  |  | | HARDWARE |  |  |  |  |  |  PERSONAL  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | COMMUNICATION |  |  |  |  |  | | ORGANIZATION |  |  |  |  |  | | TEAM PLAYER |  |  |  |  |  | | CREATIVITY |  |  |  |  |  | | SOCIAL |  |  |  |  |  |  LANGUAGES English : Read, Write, Speak  Hindi : Read & Speak  Malayalam: Read, Write, Speak  Tamil : Speak  Arabic : Read | MUHAMMED  C:\Users\Nazeef\Downloads\Image\mcsa-server-20121.jpg  [Muhammed.332514@2freemail.com](mailto:Muhammed.332514@2freemail.com)  IT Support Engineer EDUCATION 2010 – 2014  **BACHELOR OF TECHNOLOGY** **(**First Class**)** COMPUTER SCIENCE AND ENGINEERING University of Calicut, Kerala, India  2007 - 2009 **HIGHER SCHOOL CERTIFICATE** (73%) PTM Higher Secondary School, Thazhekode, Kerala TRAINING 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 2012r2  Microsoft certification id: EXPERIENCE  |  |  | | --- | --- | | **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 |
| INTERESTS Computing  Traveling  Swimming  Football  Socializing with friends  Movies SKILL SUMMARY **Technical Support:**  Windows XP,7,8,10  Server OS: Windows 2012r2  MS Active Directory  MS Outlook  MS Office  Exchange Server Administration  File Server  Printer and Scanner  User Profile backup  Antivirus and Patches  Disk management and partition  **Network Support:**  LAN & TCP/IP  Firewall Administration  Map Drive/ Sharing  DHCP, DNS, IIS, VPN  VNC, Ammi Admin  IP Telephony  SAN Storage | |  |  | | --- | --- | | **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 |

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