

ARE AS OF EXPERT ISE

Cisco Router

Cisco Switch

Switching

Routing

CCTV

Access control systems

P ROFESSIONAL

CCNA Certified

P ERSONAL SKI LLS

Customer support skills

Good documentation skills

Strong assessment /

analyzing

Optimistic

AHMED

[AHMED.332625@2freemail.com](mailto:AHMED.332625@2freemail.com)



IT SUPPORT OFFICER

P E RSONAL SUMMARY

An enthusiastic IT SUPPORT OFFICER with **2 Years and 7months** of work experience with hands-on experience in networking field. Possessing effective organizational skills and excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments. Experienced in providing motivation, guidance and an up to date networking consultancy service to both colleagues and clients.

WORK EXPERIENCE

*Thara Trading co Pvt. Ltd*

IT Technical support officer - from September 2012 to march 2015

Responsible for maintaining and installing computer networks. Working as part of a team and operating in a fast paced, changing and challenging 24x7 environment.

***Duties****:*

* New configuration, software upgrades, troubleshooting.
* Responsible to handle all customer queries.
* Monitoring the LAN & complete networking
* Monitoring the complete system and networking Devices
* Install and Maintain hardware and computer systems
* Diagnose hardware and software faults and solve technical and applications problems
* Troubleshooting Internet Communication problems
* Replacing hardware components as required
* Connection of printer and scanner establishing
* Handled printing occurred errors and troubleshooting
* Conducting electrical safety checks on computer and network equipments

ACADEMIC QUALIFICATIONS

• **BTECH** – Computer science -at singhaniya university on **2012**

• **HSC -** Science Group - ICHSS Santhapuram, Kerala.

Government of Kerala **2008**

 **SSLC -** ICHSS Santhapuram, Kerala.

Government of Kerala **2006**

PROFESSIONAL CERTIFICATIONS

 **CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) -**

DOB : 20/05/1991

Nationality: **Indian**

visa: **Employment**

Sex: Male

Marital Status: Single

Languages Known: English, Hindi(B) & Malayalam

DL:valied Indian Driving license

KEY SKILLS AND COMPETENCIES

 Have a good technical network background.

 Good Knowledge in Cisco IP Routing :-

Static and Dynamic (**RIP Version 1&2,EIGRP, OSPF**) and Switching

• Maintain and administration of Routers, Switches

• Investigating, diagnosing and solving computer software and hardware faults

• Managing stocks of equipment, consumables and other supplies

• Maintaining records of software licenses

• Quality of Services.

PERSONAL SKILLS

* Cisco Hubs, Modems, Cables, converters
* Flexibility and Adaptability to work in any environment
* Willingness to accept any challenge irrespective of its complexity.
* Good team player and positive attitude.
* Customer support
* IT sales
* Environment:windows98/xp/vista/7
* Ms office
* Computer hardware and software installation
* Troubleshoot hardware and Software problems
* Installing software and application for user standard
* Knowledge of printer connection
* Desktop support and printer support
* Network monitoring and Establishing
* Network device Installation and Maintenance
* Virus detection checking and Removing
* CCTV
* Access control systems

HOBBIES

* Traveling
* swimming
* Fishing

ACHIEVMENTS

* Participating in ROBOTIC WORKSHOP conducted in association with GHATECH’2011
* Participating in NS2 WORKSHOP conducted by TACS (technical association of computer science) from mea engineering college
* I achieved global certification of ROUTING and SWITCHING (ccna)

DECLARATION

*I hereby declare that all the above statements are true to the best of my knowledge and belief.*