**Curriculum-vitae**

Faisal

[Faisal.340378@2freemail.com](mailto:Faisal.340378@2freemail.com)

Seeking a challenging position, which will permit me to use and

Enhance my skills in a progressive and dynamic organization with

An experience of 8+ years as a Technical support engineer.

Professional Experience

Current Portfolio **IT Administrator At Gulf center Contracting**

7th June 2014 to **(Crown tower hotel Al-Jubal Saudi Arabia)**

Present

Key Responsibility

6th Dec 2012 to

30th April 2014

Key Responsibility Areas with

* Troubleshooting hardware, software and printers related

Problems.

* Implementing and maintaining Creating users and giving

Rights in the Fidelio servers, active directory domain server

Pos server and accounting server.

* Checking Internet Service, cctv cameras and CVR systems.
* Doors lock systems, attendance system.
* Updating websites, creating email id from domain

Configure outlook, maintaining backups.

* Maintaining pbx Telephone System.
* **Senior Technical Engineer** **HATHWAY DATACOM**

**PVT LTD (Mumbai India)**

* Handling Fiber optic (lease line) and broadband customers.
* Co-ordination and Support to field engineer for

Network troubleshooting.

* Working on remote desktop and Telnet System.
* Making logs of uptime and downtime.
* Working on DOSICS.
* Coordination with central NOC for any backend issues.
* Network support to corporate clients.
* Responsible for network evaluations, troubleshooting

a variety of network problems.

1st Dec2011 to 3rd Dec 2012

Key Responsibility Areas with

2nd Feb 2010 to 30th Nov 2011

Key Responsibility Areas with

November 2008 to October 2009

Key Responsibility Areas with

**Technical Support Team leader Serco bpo**

**(Mumbai INDIA)**

* Taking care of Fiber optic(leased line) and broadband
* Customers of Mumbai Pune,
* Nasik and Aurangabad circle
* Co-ordination with field engineer
* Working on Telnet System , Working on DOSICS
* Making logs of uptime and downtime
* Handling sales, retention team and billing team

**Customer Support Associate HATHWAY DATACOM**

**PVT LTD (Mumbai India)**

* Taking inbound calls of customer regarding

No connectivity of broadband Customers of

Mumbai Pune, Nasik and Aurangabad circle

And escalating calls to respective engineers

And RF department.

**Hardware and Network Engineer AT**

**IBS COMPUTERS (Ratnagiri)**

* Computer Assembly Maintenance & Diagnostics Storage device
* Maintenance Printer Installing & troubleshooting
* Installation of Modem, Fax, Webcam, Etc.
* Virus & Cure techniques.
* Operating System Installations Networking Media,

Cabling & connectors, Crimping.

* Peer-peer & Client Server Technology
* Installation Router Configuration (Static/Dynamic/Default)
* Routing Protocols ip Addressing / Sub netting
* Security Installation & troubleshooting of software

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* **Academic Credentials**

* **Certification**
* **Professional skills**
* **Skill sets**
* B.COM From Sikkim Manipal University in the year 2012.
* H.S.C From Kolhapur University in the year 2005.
* Certified Diploma in Computer Hardware Maintenance

And Networking Technology.

* Certified Diploma in Computerized Accounting.
* Computer Assembling and maintenance.
* Troubleshooting hardware, software, Printer and networking issues.
* Managing and maintaining Servers pc, Users pc’s,
* Routers and Switches.
* Administering and designing lan and wan network.
* Backup management recovery
* Cctv installation and maintenance
* Fingerprint attendance machine installation & configuring
* Excellent interpersonal skills
* Team player
* Confident
* Good communication skills.
* Talented and hardworking
* **Declaration:-**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars