**CURRICULUM VITAE**

Name: Shadab

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**Objective**:

To secure a position of responsibility, where my skills will be of value and provides meaningful career growth and upgrade ones skill in the information technology especially in area of Windows System support and administration.

**Educational Qualification**:

1. 10th 2004, Doon Public School, Dhanbad, Jharkhand
2. 12th, 2006, BSK College, Maithon, Jharkhand
3. B.Sc(IT), 2011, Kuvempu University, Karnataka

**Work Experience:**

1. HSBC(Hong Kong Shanghai Banking Corporation)

 Duration: 19th April, 2012, till date

 Designation: IT Analyst

 As a IT Analyst, I am responsible for providing desk side support for all IT issues faced by internal bank users. Responsible to contact the end users against incidents raised via chat and self service ticketing. Ensuring all issues are resolved at the within the agreed SLA and urgently escalated to relevant team if the issue is outside support boundary. Liaise with the support to get the service up and running in case of issues impacting high number of users. Managing incidents to ensure all pending incidents are resolved and escalated accordingly.

1. Wipro

Designation: Senior Technical Assistant

Responsible to assist the HP customers across the North American region via chat support. Ensuring laptop, desktop and printer issues are resolved and ensuring high service levels and customer experience.

**Projects:**

HSBC: Helped in creating number of knowledge documents or updating the existing knowledge document where required. Information that would lead to quick issue resolution or escalation when and where required.

Incident Management and indentifying issues/service impacted on a regular basis. Worked with teams to ensure root cause of these issues is identified and proper fix is in place.

**TECHNICAL SKILLS**:

Windows XP, 7,8 and 10

Windows based applications

Networking technologies

**Strength**:

Good Confidence, Dedication, Team spirit, Leadership Quality & Flexibility.

**Hobbies** :

Playing Cricket, Football, quizzing

**Personal Profile:**

Date of Birth : 7th Sep, 1988

Nationality: Indian

**Declaration**

I do here by declare that the above information furnished by me true to the best of my knowledge & belief.