**CURRICULUM VITAE**

**MUJEEB**

**Desktop Support Engineer / System Admin**

Email : [mujeeb.346188@2freemail.com](mailto:mujeeb.346188@2freemail.com)

Mobile : C/o 0502360357

**OBJECTIVE :**

An ideal candidate with **2 years of experience** as a Desktop Support Engineer and aimed to be a part of a dynamic and progressive organization where I can gain something and work for the growth of the organization and which would offer me challenges with a quality environment where my ideas and skills can be shared, enriched and put to maximum use.

**WORK EXPERIENCE :**

* Worked in a project as a **Desktop Support Engineer** with Vihaan IT Solutions from **04-04-2014 to 09-10-2014**.
* Worked in a project of Wipro Limited as a **Desktop Support Engineer** (Payroll : Crown Hr Solutions Pvt., Ltd., Chennai) from **22-12-2014 to 28-05-2016**.

**ROLES & RESPONSIBILITIES :**

* Troubleshooting and installing Hardware components.
* Installation of Operating Systems.
* Taking care of Network problems.
* Deploying softwares and keeping them updated.
* Solving customer queries rapidly.
* Troubleshooting Printer & Scanner issues.
* Assisting customer with basic queries.
* Gathering information for frequently reported issues.
* Daily check-up of server.
* Escalating issues to Supporting/concerned team.
* Quick responding to customers.

**ACADEMIC QUALIFICATIONS :**

* **B.Sc (Computer Science) Graduate with 68.02 %** in the year 2014 from Osmania University, Hyderabad, India.
* **Intermediate (MPC) with 79.2%** in the year 2011 from Board of Intermediate Education, Andhra Pradesh, Hyderabad, India.
* **S.S.C. with 86.5%** in the year 2009 from Board of Secondary School Certifications, Andhra Pradesh, Hyderabad, India.

**TECHNICAL QUALIFICATION :**

* Diploma **JCHNE** **(Jetking Certified Hardware & Networking** **Engineer)** course from Jetking Infotrain Limited, Dilsukhnagar, Hyderabad, Telangana, India.

**TECHNICAL SKILLS :**

* Troubleshooting and installing Hardware components (Microprocessors, RAM, Hard Disk, ODD, Monitor).
* Installing various types of Windows’s Operating System, Managing Devices using Device Manager.
* Well known with Ms-Office applications.
* Configuring email clients.
* Managing and creating several types of volumes using Disk Management.
* Working with User Account’s, configuring Network access and connect types of Network’s.
* Configuring Bit Locker Drive Encryption, configuring Offline Files.

**WINDOWS SERVER 2008 :**

* Installing Windows Server 2008, Configuring Disk Quota, Creating Domain
* Mapping Network Drive
* Configuring DHCP, DNS, IIS, Terminal Services, Print Services, File Services
* Certification Authority SSL,
* Applying Group Policies, Windows backup and restore.

**NETWORK CONCEPTS** **:**

* IP Addressing, IP Routing
* Basic router configuration.
* Access-list, NAT/PAT, V-LAN.

**CERTIFICATIONS :**

* **MCTS** Certified in configuring Windows 7 Operating System.

Certification Number : **F025-5281**.

* **CCNA** Certified. CISCO Id : **CSCO1301471**

Certificate Verification Number : **425406799190DLCF.**

**KEY STRENGTHS :**

* Quick grasper.
* Dedication and Positive attitude.
* Ability to work in group as well as independently with responsibility.
* Hard working and passion to succeed.
* Self motivated and can work under pressure.

**PERSONAL INFORMATION :**

Name                 : **MUJEEB**

Date of Birth : 16-02-1993

Nationality           : Indian

Religion               : Muslim

Gender               :  Male

Marital Status      : Married

Languages Known : English, Hindi and Telugu

**DECLARATION :**

I hereby declare that the given information is true and correct to the best of my knowledge.

**(MUJEEB)**