Mr. Sajjad

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# Summery

* Self-Innovative person with hands on experience on Infrastructure Design, Deployment and maintenance. Played key roles at times and would like to take the career and employer to reach new heights through self IT Skills.
* Over 10 years of IT industry experience for analyzing System related calls, Troubleshooting, Installation, Monitoring, maintaining all type of computers/laptops/ servers/clients and Customer Management.

# Significant Skill

* Highly experienced PC technician with strong background in software/hardware computer repair (field and lab) and IT network system administration. Qualified for the following:
* Troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
* Performing computer installation and operating system configuration in designated networks.
* Administering and monitoring performance of LAN/WAN network using remote connection tools.
* Good analytical & troubleshooting skills.
* Worked extensively on wide range of Server & Enterprise level hardware.
* Excellent team player and good communication skills
* Good Knowledge in Computer, Laptop, Printer repair and Remote Support
* Coordinating with vendor support and appropriate IT Support groups (Microsoft, Symantec) to solve problems in the production environment.
* Excellent Communication and Interpersonal Skills.

**Computer skill acquired**

* Operating systems: windows 2000, Win XP, 7, 8, 10, NT, 2013, OS X and Linux-based OS
* Microsoft Office suites – 2003/2007/2010/2013.Open office.
* Mailing systems:MS Exchangeoutlook .
* Antivirus: symantec, mc-afee, avg, vipre, sophos, trend micro, Quick Heal, Firewall etc.
* Remote control software’s: logmein, vnc, rdp, net meeting, dameware and team viewer
* Installation of all o/s, maintenance, configuration and settling of software nedded.
* Perform insatallation and trouble shooting for several software, network and peripheral problems and replace damage parts if replaceable fixes and defined newly installed printers and additonal drivers necessary for any type of printers.
* Perform all computers software and its driver’s installation, trouble shooting for several software, network and peripheral problem installs device drivers upon request such as vga cards, network cards modem cards.
* Processes all software requests of end users including the installation of all necessary software, service packages, and patches.
* Various types of PC hardware such as, Apple/Mac, Dell, HP and Toshiba

Hard drives, monitors, printers, scanners and video equipment

Key Skills and Strengths:

# Efficient troubleshooter and problem solver.

* Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
* Effective time management – Can solve complex system problems in minimum time.

# Work Experience

* Sr. Engineer in DFC Systems, Thane since July 2005 to Till Date
* Assistant Engineer in DFC Systems, Thane from Jan 2005 to June 2005
* Network Engineer for Pravin Computronix, Mulund from Oct 2004 to Dec 2004
* Residence Engineer in Matrix Computers Bhandup from May 2002 to Sep 2004
* Field Engineer in Orbit Technical Org. Cheknaka from Jan 2002 to May 2002
* Field Engineer in PRIYA COMPUTECH, Mumbai from April 2000 to Nov 2001
* Trainee Engineer in Manish Entp wagle estate from Jan 2000 to March 2000

**Job Description**

* Providing technical support (HW, SW & Networking) to end users.
* Performance monitoring (Disk space/ memory/ CPU)
* Experience in troubleshoot System and infrastructure issues
* E-Mail configuration & technical interface for users.
* IT purchase & necessary documentation. Vendor Enquiry - Interaction related to IT purchase.
* License Management related to Microsoft.
* Working closely with Manager - ERP regarding ERP implementation, user support & training.
* Keeping a track of Antivirus and Software’s Licensing.
* OS/HW Migration.
* Application installation/configuration Services.
* User administration like addition, deletion, modification on AD.
* Installation and troubleshooting of Antivirus Software McAfee 8.7, Symantec, AVG, Viper, Trend Micro, Spyware Terminator, Antimalware, Malware Bytes.
* Patch Management –Installation of missing Windows Patches on Server and Desktop.
* Remote, Chat & Telephonic support to all users.
* Working with Outlook Express, Windows mail and Microsoft outlook (2003 & 2007), windows Mail.
* Installation of Third party software
* Recovery of Lost data with the help of third party recovery software.
* Installation of Windows /XP Professional, Windows Vista, Windows 7 Professional and Home edition.
* Installation and management of various Antivirus Console and agent on Servers and Desktops.
* Scanning the servers and desktops from Threats and various by scheduling through console.
* Reporting to IT Manager about the daily activities.
* Handling all Desktop and laptop issues.
* Creating users, creating access & denied polices, monitoring daily reports.
* Configuring, maintaining and troubleshooting laptop users, and Basic laptop repairing.
* Providing telephone and remote desktop support to all Users.
* Working with Outlook Express, Windows mail and Microsoft outlook 2003 & 2007
* Creating accounts, importing old mails, configuring many user ids and Identities on same workspace at a time, Configuring Rules, Configuring and troubleshooting.
* Installation of Antivirus Software MacAfee 8.7, Symantec, spyware terminator.
* Troubleshooting Internet Explorer as well as Mozilla firebox browser’s related problems.
* Perform Printers like Ricoh ,HP LaserJet 1010, 1018, 1020, 1022, 1022n. Hp MFP 3052,
* M1522. Hp DeskJet 1280, 840c. Hp Office jet V40, C3188 and Canon LaserJet 2018i setup configuration and troubleshooting.
* Handling Branded Desktops like Wipro, Zenith, and HP.
* Keeping IT rollouts for all Properties.
* Keeping daily Backup of each unit for all Databases on external HDD
* Also keeping record of all IT assets at site.
* Handling guest very politely and resolve his problem related to Notebooks and Wifi.
* Providing Wi-Fi access to guest on schedule basis.
* Installing and troubleshooting with data cards. (Reliance and Tata Indicom)
* Maintenance of Systems & LAN, Installation of various software’s
* Data recovery of database.
* LAN Cabling Installation and Crimping and LAN IO Punching.
* Assembling new desktop pc and installing operating system & basic primary software’s.
* Taking data backup and formatting pc’s
* Installation of Operating Systems like Windows- 95, 98, ME, 2000 Prof & XP Prof., windows vista, windows 7,8,10, SERVERS ,Mac , Unix Linux,

# Educational Background

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| **Degree** | **Center** | **Year of Passing** | **Class** |
| S.S.C | SBM Padwal Vidhalaya . | 1997-1998 | PASSED |
| HSC | NKT College | 2001-2002 | PASSED |
| TY BCOM | Delhi University.Shardha Collage | 2006-2007 | PASSED |

# Other Qualifications

* Diploma In Computer Hardware & Networking From M/S JETKING INSTITUTE OF HARDWARE AND NETWORKING, THANE IN 1998
* Diploma In Mobile Technician From M/S KOHINOOR TECHNICAL INSTITUTE, Mumbai in 2004

# Personal Information

* Date of Birth : 22nd January 1980
* Sex : Male
* Nationality : Indian
* Date of issue & Expiry : 24thAugust. 2011 – 23RD August 2021
* Place of Issue : Thane
* Languages Known : English, Hindi, Marathi,

Can understand a bit Arabic

I, Hereby, Declare that all the statements given above in my curriculam vitae are true & Complete to the Best of My knowledge & belief.