**ALTHAF**

[**ALTHAF.348410@2freemail.com**](mailto:ALTHAF.348410@2freemail.com)

**OBJECTIVES**

Seeking a challenging carrier where I could implement my skills, prove my caliber and adapt to the growing technologies

**WORK EXPERIENCE**

1. Designation : IT Support technician

Company : INFOBHAN SYSTEMS& SERVICE, QATAR

Location : Doha, Qatar

Duration : 3 Dec 2016 – 28 Feb 2017

**Roles and Responsibilities:**

* Configuring and installing Windows 7, Windows Vista, Windows XP and Ubuntu.
* Install and support LANs, WANs, network segments, Internet, and intranet systems.
* Install and maintain network hardware and software.
* Installation, configuring and troubleshooting of shared and network printers
* Monitor networks to ensure security and availability to specific users.
* Evaluate and modify system's performance.
* Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical consideration.
* Configure and maintaining Routers, Switches, Modems, Etc.
* Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
* Crimping and cabling of LAN, IP phone cables like RJ45, RJ11, etc…
* Implementing and maintaining Rack server
* Configure and maintaining Outlook mail
* Attending user problems and troubleshoot from user site
* Giving online support to users
* Attending customer queries for specific problems through phone and remote tools like Remote Desktop,Any Desk
* Installing and updating Antivirus.
* Backup and Restoring of pc and software’s
* Implementing and maintain CCTV cameras

**Clients:**

Gulf lights WLL, Qatar console WLL, Qatar Engineering Association WLL, Grand center bakery, IMA WLL, Shutdown maintenance service WLL, Qatar marbles WLL, and ETC...

1. Designation : Desktop support engineer

Organizations : IQOR Global Service, RITS Computers

Location : Bangalore, India

Period of working: 1 Nov 2015 – 30 Nov 2016

**Roles and Responsibilities:**

* Assembling, configuring and maintaining of Desktop pc’s
* Configuring and maintaining of new Laptop, All in one pc, printers and scanners
* Installing and maintaining windows 7,8,10 and server 2012, Linux, Ubuntu
* Installing maintaining and troubleshooting of application software’s like MS Office, Adobe Photoshop, AutoCAD, all others
* Backup and restoring
* Creation management of Ghost images using Symantec Ghost
* Trouble shoot hardware and software related problems.
* Checking, refaxing and Replacement display, HDD, ODD, RAM, Keyboard, etc. of Laptop, Desktop and All in one pc’s
* Attending and troubleshooting of user problems from user site
* Giving online and phone support to users
* Maintain OS recovery and image partition recovery
* Installing and maintaining of Inventory software
* Giving onsite support to users
* Updating OS, antivirus, and other software’s
* Configuring and maintaining of routers
* Checking, cabling and crimping of LAN cables like cat5, cat6
* Configuring and maintaining Internet

**KEY SKILLS**

* Implementing and maintaining Local Area Networks.
* Configuring and Monitoring Router, Switch, Workstation and Pc’s.
* Knowledge of Static Route and Dynamic Route (EIGRP, OSPF,).
* Configuring VLAN, Ethernet channel.
* Knowledge of DHCP, DNS,
* Responsible for Creation and deletion of Users and Groups on Active Directory.
* Support the users for resolving Workstation, desktop and laptop issues.
* Configuring and maintaining Network printers, local printers and scanners.
* Linux user management creating, changing group, and assign permission on resources
* IP addressing and Subneting, Routing concepts
* Hands-on knowledge on various types of cable crimping
* Knowledge to change profile
* Designing, implementing and Maintaining Active Directory Forests and Domains.
* Creating and Administering machines and Users using Group Policy Objects Monitoring, Optimizing and Troubleshooting Active Directory
* Configuring and maintain folder sharing, printer sharing etc.
* Knowledge of CCTV camera, IP phones

**TECHNICAL TRAINING**

* MCSE (Microsoft Certified Solution Expert)
* CCNA (Cisco Certified Network Associate)
* LINUX (Red hat Linux)
* N+ (Network Essentials)
* A+ (Computer Hardware)

**AREA OF INTEREST**

* Networking
* Desktop Support
* Document Control
* Telecommunication
* Any Kind of Office Work

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- | --- |
| BCA (Bachelor of computer application) | Distance degree | Annamalai university  (Thamilnad, India ) | pursuing |
| Diploma(computer hardware maintenance) | JDT Islam polytechnic collage | Technical board of Kerala , India | 2015 |
| HSE | Private | Government of Kerala, India | 2012 |
| SSLC | RHS Ayanchery | Government of Kerala, India | 2009 |

**Declaration**

I, hereby declare that all the information mentioned above is true to the best of my knowledge