**RESUME**

**IBRAHI**

**IBRAHI.350689@2freemail.com**

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| ***PROFILE SUMMARY***  |  |

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| Position Applied For | IT Desktop Support Engineer |
| Certifications | Bachelor of Engineering in Computer ScienceCCNAMCSA |
| Years of Experience | 2 Years  |
| Nationality | Indian |
| Status | On Visit. Readily Available. |

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| ***EDUCATION***  |  |

**Bachelor of Engineering (Computer Science)**

University : Anna University, Chennai.

Batch : 2011 – 2014

CGPA : 5.89%

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| ***TRAINING & CERTIFICATIONS*** |  |

* Completed Cisco Certified Network Administrator **(CCNA)**.
* Completed Microsoft Certified Solutions Associate **(MCSA)** certified.

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| ***TECHNICAL KNOWLEDGE*** |  |

* Windows XP / 7 / 8 / 10 Installation, Image Deployment & Configuration
* Windows 2012/2008, Server Installation & Configuration.
* PC Hardware, OS and Network Installation, configuration and troubleshooting.
* Assembling Computer & Notebook Hardware parts.
* Installing Operating systems, Software Applications.
* Installation, Configuring, and Troubleshooting of LAN.

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| ***WORK EXPERIENCE*** |  |

Company : Care IT Solution Pvt.Ltd, Chennai.

Role : Desktop support

Type : Hardware and Software troubleshooting

Duration : From MAR-2015 to SEP-2016 (1 year 6 months)

**Responsibilities**

* Supporting Hardware, Network, Desktop Applications including MS Office, Outlook.
* Provide support to customers relating to hardware and software, computer applications and peripherals.
* Setting up shared folders, local & network printers and mapped drives
* Image/Re image Pcs & Laptops.
* User Profiles Backup and Restore
* TCP/IP Configuration
* Provide technical solutions and troubleshooting services on need basis.
* Provide support to remote users.
* Collect serial numbers and Perform Inventory Management of IT Assets.
* Cleaning infected PCs and installing Antivirus.
* Resolve Network related problems and troubleshooting of LAN Connectivity issues.
* Setup Internet access through wireless connection and configure Proxy settings.
* Basic Firewall configuration.
* Log incidents and attending routine calls at customer’s site.
* Install & Update Latest Service Packs, patches and antivirus updates
* Migration of Operating System from Windows XP to Windows 7/10.
* Scanner configuration & troubleshooting.

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| ***personal details*** |  |

Nationality : Indian

Date of Birth : 15/04/1992

Gender : Male

Marital Status : Single

Languages : English, Tamil

Visa Status : Visit Visa - Valid until 6th May, 2016.