

MUHAMMED

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**CAREER OBJECTIVE**

To work and grow with an organization which provides opportunities to utilize my skills, challenges to enhance them, continuously add value and to become an asset to the company.

**ACADEMIC QUALIFICATIONS**

**Professional Qualification : B tech in Information Technology from JPMU.**

**Technical Qualification : Diploma in Network Engineering (CCNA, MCP).**

**: Certification in NEBOSH IGC UK (with credit).**

**: Certification in IOSH.**

**: Certification in First Aid.**

**: Certification in CIEH Risk Assessment.**

**PROFESSIONAL EXPERIENCE**

* **2 years of professional experience in Information Technology as an IT EXECUTIVE in Grandeur Hotel, Al Barsha, Dubai (2012 - 2014).**

**Responsibilities:**

* Management and administration of a network infrastructure and computers.
* Interacting with clients, understanding their needs & providing technical support to clients by remotely accessing their networks & troubleshooting the issues raised.
* Installation, Integration and maintenance of LAN and WAN setup.
* Deployment of Micros POS, configuration of POS workstations and KOT printers.
* Administrative duties including briefing, training and overview of the new users.
* Computer hardware maintenance and troubleshooting.
* Management of Exchange Server 2008 and administration of a network

infrastructure.

* Configuration of Cisco Switch and Active Directory Services, User Policies & User Management.
* Installation and maintenance of wireless networks.
* Deploying problem diagnosis and corrective actions for various Windows software.
* Installing network printers, laptop, PCs, local printers and scanners.
* Delivering PCs and accessories to users.
* Trouble shooting Router Link related issues.
* Delivering printer consumables.
* Supports Both mobile and windows clients.
* Providing internet tokens to guests.
* Resolve outlook problems.
* Creating, deleting and modifying mail accounts through Exchange server 2003.
* Clearing mail box.
* Blocking websites using K9 web protection.
* Resolve issues related to networking.
* Giving daily reports to the HOD.
* Maintaining Access points.
* Providing net access to new end users.
* Resolve issues related to punching machine.
* ID creation for new staff.
* Password reset through Active Directory.
* Providing Mail backup and data backup.
* Installation and configuration of MS Outlook.
* Network Cabling
* Installation and configuration of POS.
* Crimping of network cable.

* **Currently working as Sales Executive in Technomobz IT Solutions, Deira,Dubai.**

**Responsibilities:**

* Maintain and develop good relationship with customers through personal contact or meetings or via telephone etc.
* Must act as a bridge between the company and its current market and future markets.
* Display efficiency in gathering market and customer info to enable negotiations regarding variations in prices, delivery and customer specifications to their managers.
* Help management in forthcoming products and discuss on special promotions.
* Review their own performance and aim at exceeding their targets.
* Record sales and order information and report the same to the sales department.
* Provide accurate feedback on future buying trends to their respective employers.

**COMPUTER PROFICIENCY**

**Application software:** Photoshop, Adobe reader, Winrar, DVD Convertor, Nero.  
**Office Package:** Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express

**Operating Systems:** Windows 9X, Windows 2000, Windows ME, Windows XP, Windows Vista, MS DOS.

**LANGUAGES**

* English
* Hindi
* Malayalam (Native)
* Tamil

**OTHER ACHIEVEMENTS**

* Have valid UAE Driving License.
* Issue Date :24/08/2015
* Expiry Date :3/082025

**REFERENCES**

Upon Request

**DECLARATION**

I hereby declare that details furnished above are true to my knowledge and belief.