**Modassir**

[**Modassir.364911@2freemail.com**](mailto:Modassir.364911@2freemail.com) ****

**Career Aspiration:**

A successful career in a growth-oriented organization which will best utilize my skills resulting in fulfillment of professional goals and growth of the organization. I am interested in a new challenge and an opportunity to use my technical skills and experience

Academic Qualification

**Bachelor of Engineering (BE):**

**Institute**: City Engineering College Bangalore.

**Stream**: Electronics and communication engineering (E&C) .

**University:** Visveswaraya Technological University (VTU).

**CAREER HISTORY.**

**Technical support Associate for LENOVO FROM 15th** JUN 2016 – present.  
Employers name – **Concentrix.** Bangalore, India.

**Roles & Responsibilities:-**

* Greet customers in a courteous, friendly, and professional manner.
* Clarifying customer issue's , probing to understand and confirm understanding of problem and finding the root cause
* Providing the Support to end user across any hardware issue’s, Software like drivers, operating system and any applications.
* Convincing the Customers to perform the Troubleshooting steps and resolving the issue on calls or taking ownership and arranging the Engineer to Customer’s place for resolving the issue.
* Taking the responsibility of customer's issues by taking the Control and resolving the complex technical and escalated issue
* Providing the resolution to customers by taking Remote access of customers machine
* Experience in installing of Drivers, firmware and related applications.
* Checking with vendors about parts in case of parts on hold or delay in parts to reach customers.
* Knowledge in CRM (Customer Relationship Management ) for creating the requests
* For Maintaining customer records
* Maintaining vendor records for providing end to end information
* Worked for LDY Technologies as **Technical support Associate From July 2013 to March 2016**

**Key Skills & Competencies**

**Professional.**

* **Server Operating Systems** : Windows NT / Windows 2000 / Windows 2003/ Windows 2008 / Windows 2008 R2 / [Windows 2012 / Windows 2012 R2](http://www.microsoft.com/en-in/server-cloud/products/windows-server-2012-r2/) / Linux
* **Client Workstation Operating** **Systems** : Windows 95/98/ME Vista / Windows NT Workstation / Windows 2000 Professional/ Windows XP /Windows 7 / [Windows 8 / Windows 8.1](http://windows.microsoft.com/en-IN/windows-8/meet)
* Troubleshooting hardware and network problems.
* Ability to manage multiple activities simultaneously and independently.
* Strong problem solving and trouble shooting skills**.**
* Having good knowledge of Installing, Configuring, and Administering Microsoft Windows.
* Having good knowledge of Managing a Microsoft Windows Network Environment.
* Install, move, remove, configure and troubleshooting desktop, peripherals, etc.,
* Network troubleshooting in case of network failures.
* Troubleshoot and resolve Desktop software, business applications, system, peripherals
* Having good knowledge of OSI Model/ Network Topologies and TCP/IP stack
* Good Knowledge of networking services.

**Personal**

* Excellent communication and interpersonal skill
* Having a cooperative spirit and able to work effectively in a team environment.
* Excellent customer service skills.
* Calm under pressure.
* Enjoy working with people from different backgrounds.
* A natural problem solver.

**Soft Skills**

• Analytical thinking, fast reaction, problem solving abilities, strong teamwork spirit, excellent communications skills & self-improvement capabilities.  
• Projects Management & unsupervised/independent task fulfillment abilities to meet the deadlines.

Others Skills:-

* RDBMS ORACLE 9i/10g
* Office Tools MS office,/ PowerPoint/Excel & word .
* Operating systemMicrosoft Windows (XP, Vista, 2007, 2008 2010,2012) ,LINUX

Certification

**MICROSOFT CERTIFIED Systems Engineer (MCSE) /MCSA/MCSA MESSIGING/ MCP ID# 2880421**,

* Installing,Configuring,and Administering Microsoft Windows 2000 Professional
* Installing,Configuring,and Administering Microsoft Windows 2000 Server
* Managing a Microsoft Windows 2000 Network Environment
* Installing,Configuring,and Administering Microsoft Exchange 2000 Server
* Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure
* Implementing and Administering a Microsoft Windows 2000 Network Infrastructure
* Designing a Microsoft Windows 2000 Network Infrastructure

**Personal Details**

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| **Total Experience** | + 3.7 years |
| **Languages Know** | English , Hindi and Urdu |
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