

**Mohammed**

**Mohammed.366745@2freemail.com**

Personal summary:

A bright, talented and ambitious IT support technician with strong technical and accounting concepts background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies and able to play a key role in diagnosing hardware and software problems and to ensure that quality solution meet business objectives, possessing a good team spirit, deadline oriented and having the ability to organize and present complex solutions clearly and accurately

Looking for a suitable IT support technician, customer service position with successful and dynamic company that offers room for progression, .

**Professional:**

CCNA, (JETKING, India’s No 1 hardware and networking institute)

Personality development certification course completed (Gems institute)

Tally ERP 9 (UP Tech software institute India)

**Academic Qualification:**

Secondary school R.T NAGAR PUBLIC School 2003

Higher Secondary HASANATH College 2005

Bachelor degree in finance 2008 (Indian academy college Bangalore university)

**Work Experience:**

**RC INFO Solution**

**System administrator July 2008 to 2010 august**

Responsible for installation and maintenance of IT equipment including printer’s scanners X-terms and workstations. Supporting end users by using remote access technologies or by visiting departments or clients.

Duties:

* Diagnosis of desktop, application, networking and infrastructure issues.
* Installation, configuration and troubleshooting of hardware and software on PC workstation
* Providing 1st /2nd line support to users
* Maintaining a log pf all problems detected and system backup
* Maintaining a regular preventive maintenance schedule
* Installing, testing operating and maintaining ip/network cctv system

**Convergys India: (call center)**

Technical support, January 2010-2013 august (Tele-performance call center US based) Team leader

* working for ATNT telecom group on phone support
* Technical trouble shooting
* Internet trouble shooting
* Upselling internet phone, cable, dish
* Call monitoring

**HP India:**

**Level 1 network engineer 2013 august-2014 September**

**Duties:**

* Installing and Configuring Various Software, According to the requirement of development team & production department
* Creating VPN Connection through ISA, Blocking Web URL, Monitoring Users web activity, allowing and denying the web request
* Diagnosing hardware and software problems, and replace defective components
* Performing data backups and disaster recovery operations
* Maintaining and administering computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations
* Planning, coordinating and implementing network security measures in order to protect data, software, and hardware
* Recommending changes to improve systems and network configurations, and determine hardware or software requirements related to such changes
* Working on Windows 2003,2008 Enterprise Edition,
* Configuring Mail client (Outlook Express, MS-Outlook 2003, 2007 & 2010 and third party tools also.)

**AL-FUTTAIM (RSH ME LLC)**

**Currently working over 2 years**

**Duties:**

* **Third officer come cashier**
* **Responsible for handling brands like OSIM, puma, Nike, Adidas, UMBRO, speedo**
* **Main concept selling of massage chair**
* **Sending mails to brand managers and main office**
* **Monitoring individual sales and sending reports to area manager**
* **Following up with the customer request on phone**
* **Visual merchandising**
* **Stock management**
* **Receiving and sending stocks to warehouse and other location**

**Languages known:**

* **English (fluent)**
* **Hindi (fluent)**
* **Arabic (beginner)**

**I hereby declare that the statement and information given above is true and correct to the best of my knowledge**