

**Mohammed**

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**CAREER OBJECTIVE:**

* Seeking the position in your esteemed organization to utilize my skills and abilities in Information Technology that offers professional growth while being resourceful, innovative and flexible.

**EDUCATION QUALIFICATION:**

* Masters of Science in Information Technology from Central Queensland University, Australia(2012).
* Diploma in Information Technology and Networking from Australian College of Commerce and Information Technology, Australia (2010).
* Bachelor of Technology in Computer Science Engineering from Jawaharlal Nehru Technological University, India (2008).

**WORK EXPERIENCE:**

**Company** **: Corporate Protection Australia**

**Client** **: QCLNG Gas Plant**

**Duration** **: From December 2014 to May 2016**

**Role** **: Information Technology Support`**

**Location** **: Gladstone, Australia**

**Company** **: Corporate Protection Australia**

**Client** **: Gladstone Port Corporation**

**Duration** **: From October 2012 to December 2014**

**Role** **: Information Technology Support`**

**Location** **: Gladstone, Australia**

**ROLES & RESPONSIBILITIES:**

* Installing and configuring the peripherals, components and drivers
* Installing software and application to user standards
* Maintain access control and security alarm control through GALLAGHER system
* Provide training on GALLAGHER system which is comprised of hardware and software
* Provide technical support on security issues and antivirus protection using Norton Antivirus
* Perform the tasks of maintaining system and network availability and monitoring of services
* Identify, troubleshoot and report on network performance issues
* Handle responsibilities of managing configurations and the deployment of equipment ’s in

Compliance with established technology policies

* Coordinate with Client IT team for Access Control, WIFI & other IT issues
* Maintain contact with clients to ensure quality level of support, interacts with users in nontechnical, clear terms
* New Joiners - Arrange PC, telephone and other needful
* Purchasing Update printer cartridges and stock items in the office
* Supporting Desktops, Laptops and Network
* Ensure that resources are ready with all required supplies
* Troubleshooting of Network problems

➢ Solving internet, LAN problems and all types of technical problems related to Hardware

& Networking

* Assets Managements

**TECHNICAL SKILLS:**

➢ Installation of Windows Operating System (2012)

➢ Managing user accounts on Active Directory, creating, disabling of user accounts

* Creating groups in Active directory
* Logical Structure Of Active Directory
* Group Policies
* Dynamic Host Configuration Protocol (DHCP)
* Domain Naming System (DNS)
* Disk Management
* Configuring the Switches and Routers
* Installing and configuring DNS, DHCP servers
* Routing Protocols (RIP, OSPF, EIGRP and BGP)

**MANAGEMENT SKILLS:**

* Problem Solving and Decision Making
* Planning
* Delegation
* Internal Communications
* Problem Solving
* Adaptability
* Collaboration
* Strong Work Ethic
* Time Management
* Critical Thinking
* Self-Confidence
* Handling Pressure
* Influencing, leading, and delegating abilities
* Ability to initiate/manage cross-functional teams and multi-disciplinary projects
* Critical thinking, decision making and problem solving skills
* Learned how to communication and relationship skills ease the way for accomplishing a business team's goals

**TECHNICAL CERTIFICATIONS:**

* Microsoft Certified Solutions Associate () (MCSA CERTIFIED)
* Cisco Certified Network Associate (ID - CSCO13146438)(CCNA CERTIFIED)
* ITIL Foundation (GR750288023AM) (ITIL CERTIFIED)

**DECLARATION:**

I hereby declare that the above-furnished information is true to the best of my knowledge.