

 **Mohammed**

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**CAREER OBJECTIVE:**

“To use my skills for the welfare & upliftment of the Organization and to serve to the fullest of my ability to fullest of my ability to fulfill my ambitions within the scope of an organization”.

**CAREER PROFILE:**

* Worked under Government Project as IT Support Executive in **IT SUPPORT** **DESK** (Rooman Technologies)
* Solving the hardware issues of systems, installing OS & Required software
* Worked under SBM, SBI, SBT Banks for system deployment all over Karnataka.
* Worked under ticketing tool.
* Installation of printer and additional devices like biometric devices, web cam.
* Worked on ammy admin & Team viewer for transferring & Installation of software’s, drivers.

**TECHNICAL SKILLS:**

* **Operating Systems** : Windows, ubuntu, configurations, installations.
* **Protocols** : DNS, HTTP, IMAP/POP3, SMTP, DHCP, NAT
* **Hardware installation :** having a good knowledge in hardware installation
* **Trouble shooting :** I can resolve the hardware and networking problems
* **Routing , switching :** knowledge of cisco routers and switches, Handling Cisco routers and switches.
* **Installation of cctv :**can install the security cameras. Install, maintain, or repair security systems i.e camera DVR
* **Installation of printers :** I can install the printers of different types
* **Active directories :** I can do the different active directories and commands
* **Understanding of TCP/IP** :Strong understanding of Active Directory, LAN, DHCP, TCP/IP and DNS
* **MS- office** :ms-word, power point,ms-excel and many more

** PROFESSIONAL WORK EXPERIENCE:**

 **Organization:** **IT Support desk pvt.ltd**

(customer IT Support) Bangalore, india

 **Tenure:**  June 2015 – June 2016

 **Designation:** **System engineer**

 **RESPONSIBILITIES:**

* Solving the issues taking remote assistance.
* Solving the problems of Ethernet cables. Wi-Fi issues.
* Solving the hardware issues of systems, installing OS & Required software
* Monitoring & maintaining system Performance.
* Application level and software level supporting & Installing User needful

 software's/Applications.

* Interaction with the users over Email, telephone & Provide resolution for the user's issue.
* Solved with the help of Team viewer & Ammyy admin.
* Installation and management of various windows desktop and laptop systems.
* All types of printer/Scanner Installation, Configuration & Trouble shooting.
* Installation of Antivirus, Troubleshoot AV Update for client Support.

**ACHIVEMENTS:**

* Made me the team leader during the 6th months of service.
* I did different type of works in the same time and same company.

**ACADEMIC EDUCATION:**

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| **Qualification type** | **discipline** | **EXAMINING BODY:** | **YEAR** |
| Diploma | Electronics & communication | Department of technical education, Bangalore(India) | 2014 |
| SSLC | **------------------** | KSEE Board  | 2010 |

**CERTIFICATION/ ADDITIONAL SKILLS:**

* **System Administrator :** (Hardware & networking, CCNA, Windows server 2008 R2, Exchange server 2010)

**TRAININGS & WORKSHOPS:**

* **Field Technician and network storage**
* **CCTV installation**
* **Knowledge of IP addressing, DHCP, DNS**
* **Routing, switching.**
* **SQL, VMware**

**PERSONAL INFORMATION:**

 **Date of Birth** : 24/01/1994

 **Sex :** Male

 **Marital status :** Single

 **Religion**  : Islam

 **Nationality** : Indian

 **Languages known :** English, Hindi, kannada, Urdu.

**DECLARATION:**

 **I hereby declare that the above statements are true and complete to the best of my knowledge.**