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| mS logo    **ABDUL**  **Email:** [**ABDUL.373081@2freemail.com**](mailto:ABDUL.373081@2freemail.com)  **OBJECTIVE**  To integrate the professional qualifications, skills and work experience in Information Technology field with my Personal interest for a challenging work ultimately leading to the value additions to the Organizational goals.  **SUMMARY**   * Microsoft certified IT Professional * Two years and nine months of total experience in IT industry with corporate networks * Interest to learn new things and knowledge sharing to others * Experience in server and client Operating system and network devices * A good team player and leader on requirements * Strong customer centric approach   **PERSONAL DETAILS**   * **Date of Birth**:12/07/1991 * **Sex** : Male * **Marital status** : Single * **Nationality** : Indian * **Visa status:** Visit visa   **LANGUAGES**   * **English**:   Read ,Write & speak   * **Hindi** :   Read ,Write & Speak   * **Malayalam** :   Read , Write & Speak   * **Arabic** :   Read & write   * **Tamil** :   Speak |  | **Professional Work Experience**  **Organization: Deloitte Haskins and Sells India Pvt. Ltd**  **Location:** Bangalore, India  **Role:** IT Technical Support Engineer -Resident Onsite  **Period:** Feb-2015 to March-2017  **Organization: Indus Motors Company Pvt. Ltd**  **Location:** Vadakara  **Role:** Desktop Support Engineer  **Period:** Jul-2014 to Jan 2015  **Responsibilities**     * Installed, configured, and maintained the functionality of company computer systems, together with peripheral appendages and software. * Giving proper response to the communication mails and calls * Resolving issues through remotely using SCCM and Skype for business * Responsible for ADS User and Computer account management. * Installation and troubleshooting of MS Office 2010,13 and O365 * Installing and configuring company applications and MDM software * Handling Domain level issues of ADDS,DNS,DHCP and IIS * Configuring, managing and monitoring Network Devices. * Providing support for maintains and up gradation of network devices and peripherals * Internet and LAN configuration, troubleshooting * Installing and updating Antivirus in closed interval * Manage shared folder and devices through permission * Kept in constant touch with vendors to resolve problems as quickly and efficiently as possible. * Configuring and troubleshooting IP Phones * Installing and troubleshooting VPN applications * Hardware replacing and upgrading for Desktops and Laptops * Proactively monitoring and resolving the issue within the given SLA. * Installation, Configuration and Troubleshooting of Local and Network Printers * Supporting and arranging meeting rooms. * Installation, maintaining and testing CCTV devices. * Handling asset implementation and stock inventory   **Key Strength**   * Ability to learn new technologies & adapt to new surroundings abruptly * Ability to work under pressure and meet deadline * Punctuality & dedication towards work * Creativity & Imaginative Power * Productive working relationships with clients and staff * Believe in teamwork   **Technical Skill**   * OS installation: - Win XP, Win Vista, Windows 7 , Win 8, Win10 and Win Server 2012 * Installing and configuring Active Directory Win 2012 Server * Configuring DNS, DHCP And Group policy management * Assembling, hardware up gradation and troubleshooting of Desktops * Configuration knowledge of Cisco switches and routers. * Knowledge of VLAN configuration with VLAN trunk and VLAN Access mode. * Ability to configure and troubleshoot RIP V1 & V2, EIGRP, IGRP and OSPF routing protocol and NAT * Remote desktop and Remote assistance * Sharing folder, sharing device & Printers. * Expert in resolving software and hardware issues of Client machine * Installation, configuration, integration, testing and Maintenance of IP CCTV.   **Academic Qualifications**   |  |  |  | | --- | --- | --- | | **COURSE** | **INSTITUTE** | **BOARD/UNIVERSITY** | | B.sc Physics | M.H.E.S College | Calicut University  (2010-13) | | Plus Two | Gov VHSS Madappally | Kerala State  (2008-10) | | SSLC | Memunda HSS Vatakara | Kerala State  (2006-08) |   **Certification and Course Completed**   * MCSE 2012 SERVER- * CCNA * HARDWARE AND NETWORKING   **Declaration**  I hereby declare that all details finished above are true to the best of my knowledge and belief.  Date:14/09/2017  Place: **Dubai** |