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| **`T-4026.jpg** |

**ARSHAD**

**ARSHAD.373837@2freemail.com**

**SUMMARY**

I intend to build my career with a company driven by what they do. Want to work with other committed and dedicated people which will help me to explore myself fully and realize my potential thereby accomplishing my individual goals along with the goals of the organization and also have a continual growth on my learning and knowledge curve.

**SUMMARY OF SKILLS**

|  |  |
| --- | --- |
| **Knowledge of:*** Microsoft Windows 2003/2008 Server
* Microsoft Windows 2000/XP/Vista/Win7/8/8.1/10
* TCP/IP configuration
 | **Extensive experience in:*** PC/Laptop/ hardware / Application
* MS Office 2003/2007/2010/2013/2016
* Google Apps
* Microsoft's WSUS
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**EXPERIENCE**

**Desktop Support Engineer**

**07/03/2015 - Current**

**Micelles Technologies Pvt. Ltd.**

**New Delhi**

* Receive and record hardware infrastructure, software and network related support calls and log these into the incident management system.
* Investigation, Analyze and resolve the logged issues
* When not able to resolve a problem, escalate it to the supervisor or to the next support level and track the progress.
* Manage installation, configuration and service requests for desktop computers, printers, mobiles devices, tablets and networking routers etc.
* Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
* Update the regular status in the incident management system.
* Monitor and perform daily backups
* Keep record of the licensing usage
* Apply regular software patches
* Installation of software in the end user computers. Support the license utilization.
* Assist in developing long-term strategies and capacity planning for meeting future desktop hardware needs.
* Conduct research on desktop products in support of PC procurement and development efforts.
* Evaluate and recommend products for purchase.
* Write technical specifications for purchase of PCs, desktop hardware and related products.

**Desktop Support Engineer
07/03/2012 - 03/07/2015
QUANTUM TECHNOLOGIES Pvt. Ltd.
New Delhi,**

* Ensure the functionality of all of the PC/Laptop
* Follow policies and standards as described in the corporate IT SOI with Systems Administrator as needed
* Complete all projects on or ahead of schedule
* Assist the Systems Administrator as needed
* Provide extensive printer support
* Lead the help desk process and request system as needed.
* Direct and resolve with local server issues when they arise
* Oversee with local disk backups/restores
* Delegate duties as assigned which are inherent to the position of Desktop Support Technician II

**Desktop Support Technician**

**03/08/2010 - 03/03/2012**

**NETFOCUS TECHNOLOGIES Pvt. Ltd.**

**Nehru Place, New Delhi**

* Install, upgrades, support and troubleshoot XP, Windows 7 and Microsoft Office 2007and other authorized desktop applications.
* Install, upgrades, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment.
* Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
* Performs remedial repairs on computers, laptops, printers and any other Equipments.
* Customize desktop hardware to meet user specifications and site standards.
* Install, upgrades, support and troubleshoot XP, Windows 7 and Microsoft Office 2007 and any other authorized desktop applications.
* Develop trends by monitoring and analyzing incoming calls, problems and support request.

**EDUCATION**

**Bachelor in Computer Application**

**03 Years**

From

**Jamia Hamdard University, New Delhi**

**Diploma in Digital Electronics & MSD**

**03 Years**

From

**Board of Technical Education, Delhi**

**PROFESSIONAL DEVELOPMENT**

Microsoft Office User Specialist. First aid intro trainer. Equal opportunities training.

**OTHER INFORMATION**

Keep interest in the environment. Neighborhood watch leader.