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| ANSARDEENEmail : ansardeen.374070@2freemail.com  |  |  |  |

**Personal profile:**

* B.Tech (Information Technology) graduate with 4 years of experience in IT support, System Engineering/Administration.
* Rich experience in supporting, maintaining various IT systems.
* Good understanding on compute, network and storage concepts.
* Expertise in supporting end - user ecosystems.

**Education:**

* B.Tech in Information Technology from Anna University (India) in 2013 with 6.7 CGPA.
* HSC from State Board of secondary Examination, Tamilnadu (India) in 2008 with 75.05%
* SSLC from State Board of secondary Examination, Tamilnadu (India) in 2006 with 72%

**Skills and Expertise:**

* Operating Systems: MS Server 2012, Windows XP/7/8/10
* Messaging System: Outlook 2003/2007/2013
* Server Services: Active Directory, DNS, DHCP, Group Policy, File Server
* Tools: Postini, Mail Marshal, Exclaimer, Symantec Backup and Vault.

**Professional Experience:**

**Technical Helpdesk Engineer – Octoze Technologies**

* **Nature:** Providing technical helpdesk support
* **Duration:** July 2013 - Till now

**Responsibilities:**

* Providing a first line support service via help desk, receiving incidents and service requests from various routes including telephone and email.
* Creating and maintaining knowledge base article for end users.
* Gathering information on infrastructure design documents, manuals and standard operating procedures.
* Troubleshooting system and network problems.
* Working continuously on a task until completion (or referral to third parties, if appropriate);
* Prioritizing and managing effectively many open cases at one time;
* Rapidly establishing a good working relationship with customers and other professionals.
* Support and maintain MS Server/Desktops, active directory, Print server, file server and MS Exchange.
* Ensure all logs for equipment and users are maintained.
* Ensuring all software purchased licensing is recorded and maintained.
* Managing helpdesk tool, service request, incident, change, problem management, checklist of individual engineers.
* Exchange server mailbox maintenance including archiving mailboxes.
* Managing user accounts, shared mailbox and disabling expired accounts in accordance with HR requirements.
* Managing IT assets and IT store, ensure that assets are readily identifiable and records are kept of unique identifying numbers also assets are adequately secured.
* Perform basic administrative support duties as required to meet specific operational objectives.
* Perform miscellaneous job‐related duties as assigned by the IT Manager.
* Ensure that a high level of customer service and support is provided to all internal and external customers.

**PERSONAL DETAILS:**

Nationality : Indian

Date of Birth : 01-05-1991 (26 years)

Marital Status : Single

Languages Known : English, Tamil

Passport no : L2896554

Visa Status : Visit Visa

**DECLARATION:**

 I declare that the information and facts stated above are true and correct to the best of my knowledge and belief.

 **[ANSARDEEN ]**