FAHAD

 **Email :** fahad.375121@2freemail.com

* A Result oriented IT Professional with over 2+ years of experience in IT industry, specializing in turnarounds, revitalization's and rapid growth organizations.
* A good team player, excellent written and oral communication skills able to handle pressure and do multi-tasking.

Educational Qualification

|  |  |
| --- | --- |
| **Program** | **Year** |
| MCA (Master in Computer Application) | Pursuing |
| BCA (Bachelor in Computer Application) | 2014 |
| H.S.C | 2010 |
| S.S.C | 2008 |

Work Summary

**Bitwin Computers, India** **April 2016 –May 2017**

**Title: IT Support Engineer.**

**Job Profile:**

* Installation and maintenance of various user applications locally.
* Installing, configuring and troubleshooting Outlook, MS Office, Citrix, Windows Live Mail, SSL VPN and various basic applications remotely.
* Software/hardware/network troubleshooting.
* Installation and configuration of network and standalone printers.
* Networking and structured cabling with vendor coordination.
* User account administration, i.e., account creation and management and password resets on Active Directory.
* Updating Antivirus and running AV patches on standalone machines.
* System Installation & assembling, OS installation/ troubleshooting, Workgroup.

**Dalvi Bros, India** **January 2015 — Feb 2016**

**Title: Desktop Engineer**

**Job Profile:**

* Mean time to repair - Onsite analysis, diagnosis and resolution of desktop problems for end users.
* Collaborate with 3rd level support to prevent system downtime.
* Assist in user/hardware movement and branch relocation's.
* Software/hardware/network troubleshooting.
* Customer satisfaction, Perform quality work on all service requests/incidents.
* User account administration, i.e., account creation and management and password resets on Active Directory.
* Windows Administration.
* System Installation & assembling, OS installation/ troubleshooting, Workgroup.

**Professional Qualification**

|  |  |
| --- | --- |
| **CCNA (Course)** | May 2016 — June 2016 |
| Excel Institute of Network Technologies |  |
| * Sound Knowledge of Cisco Network Technologies.
* IPv4, Subnet, Host calculation, Routing and switching.
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**Computer Skills**

* Operating Systems: Windows XP, Vista, 7, 8/8.1.
* Languages (Skill- Basic): HTML, PHP.
* Reporting: MS- Office (2003/2007/2010/2013)
* Backup & Recovery:Stellar Phoenix Data recovery, Win Hex.
* MySql, SQL Server 2014, Postgres.
* Good Knowledge of Internet & Network technologies.
* Adobe Photoshop, Corel Draw, Dreamweaver.

**Personal Details**

* **Date of Birth:** 22 January 1992
* **Marital Status:** Single.
* **Nationality:** Indian.
* **Languages Known:** English, Hindi, & Marathi.