

Yassir

Email: [yassir.376731@2freemail.com](mailto:yassir.376731@2freemail.com)

Nationality: Indian

**OBJECTIVE**

Enthusiastic IT professional seeking to benefit an IT Department with complex technical knowledge and strong time management skills. Skilled at building rapport with diverse individuals while handling complex technical issues. Vast knowledge of web applications, software, and framework.

**HIGHLIGHTS**

Windows 7,8,10 MS Office proficient  
ITIL, BMC remedy Active directory  
Windows server Service-oriented  
Work well with staff and customers Excels under pressure

**PROFESSIONAL EXPERIENCE *(2.3 Years in Information Technology)***

Working with **CGI Information Systems and Management consultants** at Bangalore, India as Systems Engineer in Global Technology Operations from November 2015.

**Job Responsibilities:**

* **Incident Management**: Process based incident capture, root cause analysis and incident closure.
* **Problem management**: Identification of common incidents and development of workarounds.
* **Change management**: To ensure that systems changes do not interfere with reliable operation and availability within predefined service level agreements.

**Roles and Responsibilities**:

* Provide excellent services through phone to IT user’s for basic end user related hardware’s and software’s, desktop related LAN network systems.
* Configuration and resetting the network access accounts whenever required.
* Installation of new hardware’s and software’s.
* Processing software’s and hardware’s by coordinating user setups, installations and upgrades.
* Provide training to end users.
* Hands on experience for creation of Generic Mailbox, Distribution Lists
* User account creation, shared and protected drive access, Create and provide access to Public Folder and password reset via Active Directory 2008 R2
* Troubleshooting of Lync 2016 basic issues
* Backup mail and public folder databases
* Implement security group in Exchange 2010
* Set a mailbox quota
* Accept mail for a domain
* Handling active sync issues
* Handling Mobility issues related to outlook, VPN etc.
* Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users
* Troubleshooting of complex LAN/WAN infrastructure
* Microsoft Outlook, Outlook Express configuration, backup, troubleshooting
* Installation & Configuration of Network printers and its basic level of troubleshooting
* Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility
* Provided the Remote support
* Experience in installation of Windows, configuration, Technical troubleshooting, operating systems, Microsoft application software, Windows 7, 8 & 10

**ACHIEVMENTS**

* Service HERO for the quarter 3,4 at CGI information Systems and Management consultants
* Quality champion for quarter 2,3,4.

##### **ACADEMIC DETAILS**

**Name of Exam Year University / Board**

MBA (SYSTEMS) 2015-2017 University OF Madras

B. E (E & C) 2010-2014 V T U, Belgaum

12th (Pre University) 2008-2010 Karnataka Pre university

SSLC 1998-2008 State Education, Kerala

##### **PERSONAL DETAILS**

Age & Date of Birth : 15-04-1993

Marital Status : Single

Languages Known : English, Hindi, Malayalam and Tamil

Nationality : Indian

##### ***DECLARATION***

I hereby declare that the information furnished above is true to the best of my knowledge and belief. I am able to submit the records as per your interest.

Date:

Place: