|  |
| --- |
| **CURRICULUM VITAE**Lates P Photo.jpg**AJAZ** logo-cisco-ccna.png 20.jpg dgtmkt.png **5 years of Gulf Experience****3 years of Indian Experience****Contact: C/o 0502360357** **E-mail :** ajaz.379048@2freemail.com 90 days Visit VisaValid up to 24th April-2018 Post Applied For :**IT Support Engineer** **Immediate Joining** |

**Objective:**

 A bright, talented and ambitious IT support Engineer with a strong technical background that possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

**Technical Skills:**

* CCNA, MCSE 2012.
* Digital Marketing.
* MS Office suite 2007, 2013.
* MS Access 2007 VBA.
* Strong Knowledge in Oracle Apps 11i and R12.
* Strong Knowledge in Oracle 11g.
* Oracle Developer 6i & 10g.
* Windows 7, Windows 8,10.
* Windows Server 2008, 2012
* AutoCAD 2010

**Qualification:**

|  |
| --- |
| * **Master Degree in Computer Science** with64% ,Osmania University Hyderabad, India
 |
| * **Bachelor Degree in Commerce** in computers with52%, Osmania University Hyderabad, India.
 |

**KEY SKILLS AND COMPETENCIES**

* Efficient troubleshooter and problem solver.
* Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
* Effective time management – Can solve complex system problems in minimum time.

**History Of Experience.**

**Company Name : Techno World Computers India**

**Period :** *Aug-2014 to Jan-2018 and**Nov-2010 to Mar-2012.*

*Responsibilities:*

* *Installation of Operating system in the Desktop and Laptops.*
* *Diagnosed and troubleshot Windows processing problems and applied solutions to increase company efficiency.*
* *Ensured network, system and data availability and integrity through preventative*
* *Windows (all versions); Windows Server 2003, 2008 R2 and 2012; macOS; Linux*
* *Microsoft Active Directory Services*
* *LAN, WAN and WiFi network technology (DNS, DHCP, NTP, SNMP and Nagios)*
* *Installed and updated GPS systems for ambulance maintenance to ensure accurate*
* *Work as a technical support engineer in PDH, SDH, Ethernet, MPLS-TP technologies*
* *Remedied customer computer hardware/software issues.*
* *TCP/IP networking and hardware maintenance and repair.*
* *Wrote network and hardware change managements, and efficiently completed*
* *Installation of LAN/WAN*
* *Installation of Printers.*
* *Installing and configuring computer hardware operating systems and application.*

**Company Name : Ral International Company KSA.**

**Period :** *July-2012 to May-2014*.

**Project : JCIIP (Jeddah City Cleaning Project, Municipality.**

*Responsibilities***:**

* *Installing and configuring computer hardware operating systems and application.*
* *Monitoring and maintaining computer systems and networks.*
* *Talking staff or clients through a series of actions, either face to face or over the telephone to help set up - Systems or resolve issues.*
* *Faults Troubleshooting system and network problems and diagnosing and solving hardware or software replacing parts as required.*
* *Providing support, including procedural documentation and relevant reports.*
* *Following diagrams and written instructions to repair a fault or set up a system.*
* *Setting up new users' accounts and profiles and dealing with password issue.*
* *Working continuously on a task until completion (or referral to third parties, if appropriate).*
* *Prioritizing and managing many open cases at one time.*
* *Rapidly establishing a good working relationship with customers and other professionals, e.g., software developers.*
* *Testing and evaluating new technology.*
* *Supporting users and network administrators over the telephone and by email.*
* *Provided technical support to storage devices and maintained an antivirus system.*

**Company Name : Dar Al Riyadh, Kingdom of Saudi Arabia.**

**Period :** *June-2009 to Oct-2010.*

**Project : (MOMRA) Ministry of Municipal Rural Affairs, Riyadh Municipality.**

*Responsibilities:*

* *Responsible for networking, design, installation and maintenance services.*
* *Supporting users and network administrators over the telephone and by email.*
* *Maintain the company’s network infrastructure.*
* *Networking and providing support for Windows, Macintosh and Linux issues.*
* *Configuration and testing of any new hardware and software.*
* *Travelling to client sites to help with installs, deployment, and troubleshooting.*
* *Management of the daily data backup and retrieval scheme.*
* *Installing and operating Windows desktop and server operating systems.*
* *TCP/IP networking and hardware maintenance and repair.*
* *Training new employees. Assistance with training of staff and compiling procedural documentation.*

**Company Name : Seder Group, Kingdom of Saudi Arabia.**

**Period :** *April-2008 – Aug-2009****.***

**Project :(MOMRA) Ministry of Municipal Rural Affairs, Riyadh Municipality.**

*Responsibilities:*

* *Monitored trouble tickets and performed troubleshoot on applications and identified problem and resolved it.*
* *Ensured that all alerts were catered to immediately and escalated issues to IT departments if required.*
* *Facilitated calls for production stages and provided accurate timelines for project.*
* *Inspected all application outages and tracked applications in which they were presented with help of reporting tools.*
* *Operated processes that were based on SOP documentation and run book.*
* *Maintained and configured system management tools.*
* *Wide knowledge of IT operations and IT enterprise applications*
* *Ability to troubleshoot and diagnosed problem and resolve it.*
* *Supporting users and network administrators over the telephone and by email.*
* *Provided technical support to storage devices and maintained an antivirus system.*
* *Configuration and testing of any new hardware and software.*

**Personal Profile**

* **Date of Birth :** 15thJan1980.
* **Nationality :** Indian.
* **Marital Status :** Married.
* **Languages Known : Arabic,** English, Urdu, Hindi and Telugu**.**
* **Period of Joining : Immediately.**