**Misfer**

**Technical Support Engineer**

**E-mail:** **misfer.381120@2freemail.com**

D.O.B: 28-03-1994

Nationality: Indian

An IT professional with **1.7 years** of experience in **IT Industry** involved in providing **Services &** **Solutions in IT Infrastructure Support** with expertise in IBM Notes Client, Windows 7/10

* RHEL 6.9/7.3/7.4. A positive and motivated individual who’s looking to hone his acquired skill in team and process management for further challenges in the technical sphere.



**OBJECTIVE**

To serve the organization that I work for in my capacity and beyond. To learn, understand and master processes that drive growth forward. To help and educate my team-mates in any task that is brought upon us, and thereby grow myself and the organization in return.

**WORK EXPERIENCE**

**IBM India Pvt. Ltd - Technical Support Engineer** **September 2016 – March 2018**

* Experienced in installing, configuring and troubleshooting IBM Notes, IBM Sametime chat interface, Network printer, Microsoft Office, Office 365, MS Outlook, SEP Antivirus, PGP Encryption and various IBM applications over Windows and Linux Operating Systems.
* Installed, configured and troubleshooted WLAN network CCNA certificates, Network Drivers and multiple VPNs like AT&T VPN, Cisco/SAS VPN, WECM over Windows and Linux Operating Systems.
* Hands on experience of troubleshooting browsers like MS Internet Explorer and Mozilla Firefox related issues over Windows and RHEL OS.
* Worked on basic Computer hardware issues, LAN Network trouble-shooting and BSOD error.
* Hands on experience with Red Hat Linux system, Windows 7/10 and the associated trouble shooting of Operating System along with its applications.
* Experienced in creating and troubleshooting Virtual Machine.
* Worked on Host on Demand/ PCOMM VM application, Azure Active Directory, SQL centric applications.
* Trained in Agile Business Methodology.
* Achieved the status of Monthly Stack Rank 1 by devoting extra efforts towards trouble shooting new undiscovered issues and often handling 2 to 3 issues successfully at the same instance.

***Role description for reference***

L1 Tech at IBM’s IGA Global SED Process under Global Technology Services. Handle global troubleshooting issues centered around IBM Lotus Notes (Local, Domino and Smartcloud servers), VPN clients like ATT and SAS, server connectivity and a plethora of other IBM applications based on Windows 7, 10 and Linux RHEL systems. Troubleshooting involves communication over call or through a chat interface and often times involves taking remote control over the user’s machine to fix the issue at hand.

**ACADEMICS**

* Completed Bachelors of Engineering (Information Science and Engineering) at R.N.S Institute of Technology, Bangalore (under VTU Belgaum) in the year 2016

**COMPUTER/TECHNOLOGY SKILLS**

* Programming Languages: C, C++, Java
* Operating systems: Windows 7/8/10, Linux 6.7/6.9/7.3/7.4, Fedora
* Web Technologies: HTML, CSS
* Database Systems: MySQL
* Knowledge on Disaster Recovery, VMware Virtualization, AWS

**PROJECTS**

* Completed a fully functional project based on online shopping for books using DBMS concepts in SQL (Oracle). - September 2014
* Worked on a project related to the concepts behind an IEEE paper “Privacy Preserving Public Auditing for Regenerating Code based Cloud storage”. - May 2016

**CERTIFICATIONS/COURSES**

* GIT Process Framework from Udemy - November 2016
* Completed Cybersecurity and Privacy 2016 mini course - February 2017
* Completed IBM Lotus Notes Domino 8.5 System Administration Bootcamp course - July 2017
* Successfully completed Big Data Foundation certified by IBM - September 2017
* Completed Introduction to Windows Server 2012 mini course - December 2017
* Successfully completed IBM Blockchain Essential certified by IBM - December 2017
* Attended a workshop on ITSM & ITIL Basic - January 2018