Shefeek

Shafeek.381499@2freemail.com

IT Support Engineer

IT Professional with more than four years of experience in the IT department and coordinating projects Involved in Multitasking, Team work, Business process improvement, Problem solving and troubleshooting

**PROFESSIONAL PROFILE**

* Implementation of IBS Small Cell, Wi-Fi and UBR Installation for Reliance Jio Infocomm Limited sites
* Installation, Configuration and Administration of LAN,WLAN &WAN Networks
* Installation and Troubleshooting of Switches, Nomadix, Access points, Scanners, Desk Jet Printers and Network Printers
* Insightful Knowledge of TCP/IP, DNS, DHCP, POP, SMTP

and Managing Active Directory users

**TECHNICAL SKILLS**



LAN WAN TCP/IP DNS DHCP



FTP HTTP IIS RIP EIGRIP



OSPF Trunking Symantec Antivirus



Firewall GPO VPN WLAN



Protocols Server Managment



Configuration of Routers and Switches

* Identifying and troubleshooting of minor and critical problems occurring on the Networks
* Installation of desktop image, operating systems and applications
* Set up and configured wireless access points and maintained client connectivity
* Configure and troubleshoot outlook and evolution Email set up
* Effective vendor Management
* Effective planning and scheduling of the project implementation that includes acceptance testing by Reliance JIO O&M wing
* Provides oversight of day to day project and program control of a multi-location/function team and prepares status reports
* Assist the system Administrator with desktop support Troubleshooting
* Remote or on site support to Engineers, end users and clients
* Diagnosed problem with hardware and operating systems

**EDUCATION**

**B.Tech in Electronics and communication** University of calicut (2009-2013)



*08/2009 – 04/2013*

Configuration of Access points



**PERSONAL SKILLS**

Willingness to learn new Concepts Leadership and Management Systematic and hardworking

**PERSONAL PROFILE**

Date of Birth: 27-12-1989

Marital Status: Single

Nationality: Indian

Passport No: K3030713

Date of Expiry: 04-Mar-2022

**LANGUAGES**

English



Hindi



Malayalam



**VISA STATUS**



Visit Visa

Notice Period: Ready to join

**WORK EXPERIENCE**

4 Years of rich experience in field of Project Coordinator in Installation and commissioning of IBS Small Cell, UBR, Wi-Fi, and DAS and also have experience as a System Engineer and Technical Support to Users

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| --- | --- | --- |
|  **Designation** | **:** | **Wireless Project Engineer** |
| **Name of Organization :** | **Posidon Infrastructure Private Limited** |
| Period | : | 8th February 2017 – 10th April 2018 |
|  **Designation** | **:** | **Sr. IT Helpdesk Engineer** |
| **Name of Organization :** | **Mi-Fi Networks Private Limited** |
| Period | : | 1st June 2016 –31st January 2017 |
|  **Designation** | **:** | **IT Helpdesk Engineer** |
| **Name of Organization :** | **Teamlease Services Limited** |
| Period | : | 24th November 2014 – 31st May 2016 |
|  **Designation** | **:** | **System Engineer** |
| **Name of Organization :** | **Maksys Technology Services Limited** |
| Period | : | 10th March 2014 – 15th November 2014 |

**Duties and Responsibilities**

* Establishes timelines, develops project strategies and manages client expectations for successful Completion of projects
* Provides Technical guidance as needed
* Prepares project authorizations, establishes budget costs and schedules for each project.
* Planning and Designing of Networks and Hotspot Locations
* Implementation of IBS Small Cell, Wi-Fi and UBR Installation for Reliance JIO sites
* Configurations of JIO Small cell, L2Switch, UBR Antenna and SMPS of Rack
* Maintains and regularly updates accounting system reports and periodically reviews the status And schedule of projects with appropriate staff.
* Installation, Configuration and Administration of DNS, DHCP Server, switches and Access points
* Installation, Configuration and Administration of Internet Security and Acceleration Server
* Installation, Configuration and Administration of VNC and Remote Desktops
* Installation, Configuration and Administration of MS Outlook 365/2013/2010/2007.
* Checking of Web servers and Firewall
* Troubleshooting IP related issue
* L1 Support to Application software likes Opera pms, Pos gold, Orion, Vin card, Vision, Hrms…etc
* Basic support to Avaya IP phones
* Configuration of outlook in Computers and Mobile phones
* Manages all system back-up and restore protocol

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge.

Shefeek.