

Mohammed

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*IT and AV Specialist with over 6+ years of experience in networking, desktop support and audio visual design and implementation. Expert and highly familiar with a wide variety of security, engineering, networking, and operating system software. Possess Bachelor degree in Technology - Electronics and Communication.*

EDUCATION

B.Tech.in Electronics and Communication (2010), D.V.R. College of Engineering & Technology (DVRCET), JNTU Hyderabad.

TECHNICAL SKILLS

AV, Digital signage & lighting Control & Video Conferencing systems (Extron, Crestron.) Operating system support (Windows), LAN, WAN, Routers Configuration, CCTV Installation, Assembling and maintenance of computers, all Windows Operating System Installation, Hardware and Networking (MCSE, CCNA), Sound knowledge on VOS 3000 (VOIP), Adore Soft Switch (VOIP), VOIP SOFT SWITCH, Mobile and PC dialers according to supported Plat forms, A2Billing, NEXTONE, RF Survey, IP telephones and ATA devices, SIP.

PROFESSIONAL EXPERIENCE

Organizations :

Employment Tenure : DEC 2015 to JAN 2017

Designation : AV Engineer

Organizations : Hoptocol Networks

Employment Tenure : OCT 2013 to SEP 2015

Designation : Sr. Support Engineer



Organizations : Gvantage

Employment Tenure : June 2011 to SEP 2013

Designation : Sr. Support Engineer

Organizations : Net Triple

Employment Tenure : Jan 2011 to JUN 2011

Designation : System Admin

Organizations : Tutor Vista

Employment Tenure : Feb 2009 to Feb 2011

Designation : Sales and Tutor for USA Students

JOBS ROLES and RESPONSIBILITIES

* Successfully completed Implementation AV project with Dubai Refreshment (P.J.S.C).
* Design and estimation of the Projects according to client requirement
* Formulated specifications and estimates for Audio Visual functional designs.
* Represented at project meetings for project changes and execution.
* Design and estimation of Audi Visual Systems (Public Address System, Digital Signage, Video Conferencing system, BGM, Auditoriums & IPTV system, etc.) and Lighting control systems.
* Implemented audio-visual systems and coordinate with vendors and external agencies.
* Preparing Complete Bill of Quantity & Submittal for Tender Projects.
* Communicating with Suppliers and negotiating prices.
* Coordination with Project team.
* Preparing SLD in Visio.
* Installing licensed Software and hardware devices for a system.
* Mapping and sharing Devices in LAN network.
* Configuring and maintaining systems in a LAN & WAN environment and troubleshooting pc.
* Implementing & Administering MS windows 2003 directory services.
* Configuration of basic Wi-Fi Routers.
* Implementing MS Windows 2003 and 2008 network professional server.
* Hands-on experience with Windows 7/10 & Mac OS environments, Printers & Projectors.
* Experienced with TCP/IP and general networking issues.
* Complete SIP (Session initiation Protocol) configuration
* Creating the complete process SIP Training Material with complete process guidelines and metrics.
* Training and mentoring all the new joiners.
* Chat support to Clients and Coordinating with them and solve the network or SIP Issues immediately.
* Manage wholesale/Retail support across Gvantage business units.
* Acting as a point of contact for support Issues.
* Work closely with the operation manager in Technical escalation.
* Involve in process improvements at the Technical Front.
* Maintain Database of sales and Technical issues and share best Technical practices/ resolution and sales Issues fortnightly with the other Team Member.
* Adhere to compliance and Integrity during technical escalation.
* Maintaining TTH (Time to handle) to resolve all Escalated Technical Issues, Process Improvement, Process Digitization.

PERSONAL PROFILE

Date of Birth : 10thMay, 1987

Marital Status : Unmarried

Nationality : Indian

Languages Known : English, Hindi, Urdu, and Telugu.