



**RESUME**

**SARWAR**

 Systems Consultant IT Professional with Technical Support

**E-Mail:** sarwar-394463@2freemail.com

**Availability: Immediately Visa Status- Visit Visa Expire on – 29/11/2019**

**Profile Summary**

* **CCNA CERTIFIED**
* **MCSA CERTIFIED**

**Position Sought : Networking / Technical Support Engineer**

**Career Objective: A multitasking Network and Technical Engineer** having around **3+ years** of work experience in **Technical and professional Remote support**.

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| **Experience** |
| **1** |  |  |
|  | **Duration** | **February 2018 to August 2019** |
|  | **Job Role** |  IT Support Engineer  |
|  | **Responsibilities** | * Installing and configuring computer hardware, software, systems, networks, printers and scanners
* Monitoring and maintaining computer systems and networks
* Responding in a timely manner to service issues and requests
* Providing technical support across the company (this may be in person or over the phone)
* Setting up accounts for new users
* Repairing and replacing equipment as necessary
* Possibly training more junior staff members
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| **2** |  |  |
|  | **Client** | **Jio**  |
|  | **Duration** | Oct 2016 to Oct 2017 |
|  | **Job Role** | Technical Support Engineer (IT Support) |
|  | **Responsibilities** | * Working as Service Desk Engineer/Technical Engineer with various hardware and software support.
* 1st level of Software Support for various organizational software.
* Attending the Support calls and investigating the issues and its resolution through remote access.
* Working closely with Admin Team for various issues resolution within the specified SLA with standard organizational Reporting.
* Working as **Symantec Antivirus Patch Engineer**.
* Deploying Operating System updates by **SCCM Client**.
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| **3** |  |  |
|  | **Client** | **ESIC and DHL** |
|  | **Duration** | Oct 2015 to July 2016 |
|  | **Job Role** | Desktop Support Engineer |
|  | **Responsibilities** | * Installation of Desktops, Laptops, application software’s etc.
* Create, change, and delete user accounts as per request.
* Installation of printers with sharing, scanners other Hardware &Troubleshooting of devices.
* Working on **Active Directory Services**, **DNS Services** and **DHCP Services**.
* Coordination with customers through mail and phones.
* Help Desk software, raising and closing tickets as per theService Level Agreement (SLA).
* Handling helpdesk queries, assigning engineers to solveproblems, collecting call status reports from Engineers.
* Client issue escalation by online/onsite or telephonic support.
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**Certification**

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| **Certification** |  | **Institute** |  | **Status** |  |
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| **Microsoft Certified Solutions** | CMS InfoTech, Mumbai |  | Completed |  |
| **Associate (MCSA)** |  |  |  |  |  |  |  |  |
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| **Cisco Certified Network** | SEED InfoTech, Pune |  | Completed |
| **Associate (CCNA)** |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Education** |  |  |  |  |
| **Examination** | **Board/University** |  | **Year of** |  | **Aggregate** |
|  |  |  |  |  |  |  | **Passing** |  | **Percentage** |
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| **Bachelor of Science in** | **Mumbai University,** |  | April-2015 |  | **60.25** |
| **Information Technology** | **India** |  |  |  |  |  |  | (First Class) |
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| **Higher Secondary** | **Kolhapur Board,** |  | February-2011 |  | **52.33** |
| **Certificate** |  | **India** |  |  |  |  |  |  | (A Grade) |
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|  |  |  |  | **Personal Data** |  |  |  |  |
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| **Name** |  | **SARWAR**  |  |  |  |  |
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| **Designation** |  | Bachelor of Science in **Information Technology.** |  |
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| **Date of Birth** |  | 03rd February 1994 |  | Nationality : Indian |  |
| **Current Address** |  | Room no-303,Muwaileh Commercial,Sharjah. |
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**Passport Details**

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|  |  | **Date of Issue** | 27/10/2014 |
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| **Place of Issue** | Mumbai | **Date of Expiry** | 26/10/2024 |
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**Declaration**

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I hereby declare the above information is given by me is true and fair to the best of my knowledge.

SARWAR