



**RESUME**

**SARWAR**

Systems Consultant IT Professional with Technical Support

**E-Mail:** [sarwar-394463@2freemail.com](mailto: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 the Service Level Agreement (SLA). * Handling helpdesk queries, assigning engineers to solve problems, collecting call status reports from Engineers. * Client issue escalation by online/onsite or telephonic support. |

**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** |
|  |  | |  | |  |  |  | |  |  |
| **Bachelor of Science in** | | | **Mumbai University,** | | |  | April-2015 | |  | **60.25** |
| **Information Technology** | | | **India** |  |  |  |  |  |  | (First Class) |
|  |  | |  | |  |  |  | |  |  |
| **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 |
|  |  |  |  |
| **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