**SAFEER**

Dubai

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**Objective:** To obtain a position as a Desktop Support Engineer with Atech utilizing software, hardware andtroubleshooting experience in order to provide the company with a solid IT support.

**Profile:**

* Confident, enthusiastic and ambitious individual who believes that being focused in life is the main reason for success
* Capable of quickly adopting to the changing environment, flexible and committed with good communication and problem solving skills
* Knowledge in Documentation tools MS-Office Suite – (MS-PowerPoint, Excel, word and Outlook)

**Professional Experience:**

**Tenure:** Verity Knowledge Solution, Hyderabad since July, 2019 to October 2019

**Position:** Desktop Support Engineer

**Tenure:** Williams Lea, Hyderabad since July, 2018 to June 2019

**Position:** Desktop Support Engineer

**Company:** Williams Lea Group Limited

**Job Responsibilities for Desktop Support Engineer**:

* Troubleshooting, assembling and dissembling of hardware devices.
* Installing Microsoft Operating system, updating and maintenance.
* Configure, backup and troubleshooting of outlook.
* Provide technical solutions and troubleshooting services on need basis.
* Basic LAN / WAN connectivity and internet troubleshooting.
* Supporting the following technologies:- Microsoft Office products- Outlook, word, excel, power point, Internet Explorer, Netbeans, visual studio, SQL server etc.

**Tenure:** RR Donnelley since August, 2016 to June 2018

**Position:** Document specialist

**Company:** RR Donnelley Global Outsourcing Limited

**Job Responsibilities for Document Specialist**:

* Design, create, implement, modify, maintain and support existing reports and documents
* Creating full package of new client formats (Using internal package macro files)
* High levels of transparency, accuracy and diligence in all aspects of delivery
* Receiving the projects from the clients globally and picking it as a job, it will be then reviewed and segregated as EXCEL , PPT or WORD etc
* Reviewing all projects and provide an estimation and deadline to the clients
* Also served as DTC (Direct service to client) where the projects will be received, reviewed, estimated, worked and sent to clients directly
* Resolving client queries in terms of negative experience from the client

**Educational Qualification:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.No** | **Examination** | **Institution** | **Year of** | **Percentage** |  |
| **Passing** |  |
|  |  |  |  |  |
|  |  |  |  |  |  |
| 1. | M.C.A | Anna University | 2016 | 72% |  |
|  |  |  |  |  |  |
| 2. | B.C.A | Pondicherry University | 2013 | 59% |  |
|  |  |  |  |  |  |
| 3. | Higher Secondary | C.S.I Higher Secondary School | 2010 | 54% |  |
| Examination |  |
|  |  |  |  |  |
|  |  |  |  |  |  |
| 4. | SSLC | National | 2008 | 56.6% |  |
|  | Examination | Higher Secondary School |  |
|  |  |  |  |
|  |  |  |  |  |  |

**Certification Courses:**

* CCNA (Training Course)
* MCSE (Training Course)
* ADCHN
* JAVA

**Technical Support Skills:**

* OS installation:- Win XP, Win Server 2003, 2008,Win Vista, Windows 7
* Assembling, hardware up gradation troubleshooting
* MS outlook configuration, Outlook backup & restore and troubleshooting
* Disk Management, partitions
* Printer installation and troubleshooting
* Antivirus update & virus protection
* Scanner configuration & troubleshooting.
* Hardware Installation, Maintenance & trouble shooting

**Personal Skills:**

* Willingness to adapt to changing situations
* Dynamic learning from interpersonal relationships
* Ability to engage, inspire and influence people
* Quick observing capacity

|  |  |  |
| --- | --- | --- |
| **Personal Information:** |  |  |
| Date of birth | : | 26 Feb 1993 |
| Sex | : | Male |
| Martial Status | : | Married |
| Nationality | : | Indian |
| Languages Known | : | Tamil, English (read, write, speak) |
| Visa Status | : | Visit Visa valid up to (22-Apr-2020) |

**Declaration:**

I confirm that, to the best of my knowledge, the information given above is correct and complete.

**SAFEER**