Adil

Email: adil.341474@2freemail.com

**Career Objective:**

Seeking a challenging position as a Network Engineer in an esteemed Organization, to enhance my prospects in addition to it where I can implement my rich technical skills and experience for advancement of the Organization.

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| ***Professional Experience*** |

**Desktop Support Engineer January 2016 – January 2017**

**Mumbai India**

 **Duties and Responsibilities**

* Installation and configuration of Windows based operating systems (Windows Xp, Linux, Vista, Windows 7/8/10/2003/2008/2012).
* Software installations and troubleshooting of all types network setting for TCP/IP and Internet setup.
* Trouble shooting of all types of Hardware and software applications problems.
* Configuring & troubleshooting of printer, scanner & LAN related issues reported by users.
* Installation and configuring of wireless Data Cards in users laptops.
* Trouble shooting hardware, software & networking problems.
* Monitoring of virus issues through Symantec Endpoint Protection antivirus.
* Resolving tickets with in the SLA which is raised from End User side.
* Maintaining Assets through Asset Management Tools
* Installation and generating thumb machine report every month.
* Resolving LAN and Internet problem
* Adding and sharing a Local Printer & Network Printer (IP Printers).
* Configurations and installation of different types Modems, Hubs and Thin clients.
* Ability to create images and installation of windows operating system through Norton Ghost.
* VMware Workstation installation.
* Installation and configuration of CCTV and Security devices
* Good experience of managing Server Rack cabinets, can also handle Cabling like Straight and cross cable, & patch panels.

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**Security System Engineer February 2015 – December 2015**

**Trading for Security System**

**Saudi Arabia**

 **Duties and Responsibilities**

* Installation of cctv camera
* Installation of thumb machine
* Installation of smoke dictators

 **Desktop Support Engineer January 2009 – January 2015**

**S.S. Jondhale College of Engineer**

**Mumbai India**

 **Duties and Responsibilities**

* Installation and configuration of Windows based operating systems (Windows Xp, Linux, Vista, Windows 7/8/10/2003/2008/2012).
* Software installations and troubleshooting of all types network setting for TCP/IP and Internet setup.
* Trouble shooting of all types of Hardware and software applications problems.
* Configuring & troubleshooting of printer, scanner & LAN related issues reported by users.
* Installation and configuring of wireless Data Cards in users laptops.
* Trouble shooting hardware, software & networking problems.
* Monitoring of virus issues through Symantec Endpoint Protection antivirus.
* Resolving tickets with in the SLA which is raised from End User side.
* Maintaining Assets through Asset Management Tools
* Resolving LAN and Internet problem
* Adding and sharing a Local Printer & Network Printer (IP Printers).
* Configurations and installation of different types Modems, Hubs and Thin clients.
* Ability to create images and installation of windows operating system through Norton Ghost.
* VMware Workstation installation.
* Good experience of managing Server Rack cabinets, can also handle Cabling like Straight and cross cable, & patch panels.

**Desktop and Network Support Engineer March 2007 –December 2008**

**Repro India Pvt Ltd Co.**

**Mumbai India**

 **Duties and Responsibilities**

* Installation and configuration of Windows based operating systems (Windows Xp, Linux, Vista, Windows 7/8/10 and server 2003/2008/2012).
* Software installations and troubleshooting of all types of customer oriented field problems, network setting for TCP/IP and Internet setup.
* Trouble shooting of all types of Hardware and software applications problems.
* Configuring & troubleshooting of Desktop/Laptops for L1 backup and recovery.
* Configuring & troubleshooting of printer, scanner & LAN related issues reported by users.
* Installation and configuring of wireless Data Cards in users laptops.
* Exposure in Active Directory user creation & deletion, unlock user account.
* Maintenance and Troubleshooting of connectivity problems using Ping, Trace route.
* Trouble shooting hardware, software & networking problems.
* Monitoring of virus issues through Symantec Endpoint Protection antivirus.
* Password creation & resetting to end users through remote desktop.
* Configuring & troubleshooting of MS Outlook
* Good experience of managing Server Rack cabinets, can also handle Cabling like Straight and cross cable, & patch panels.
* Remotely resolving application problems and network problems and mail configurations through net meeting, remote desktop sharing.
* Resolving tickets with in the SLA which is raised from End User side.
* Maintaining Assets through Asset Management Tools Windows System Installation, Configuration of all software’s and drivers.
* Installation and configuration of MS-Outlook 2003,2007,2010
* Resolving LAN and Internet problem in office premises and Branch office network.
* Adding and sharing a Local Printer & Network Printer (IP Printers).
* Configurations and installation of different types Modems, Hubs and Thin clients.
* Managing Server Rack cabinets, can also handle Cabling like Straight and cross cable, & patch panels.

**Sales Assistance August 2005 – February 2007**

**Mccan Computers**

**Mumbai India**

 **Duties and Responsibilities**

* Greeting each customer that comes into the store in a warm manner.
* Assisting customers with questions, needs and purchases.
* Attending weekly sales meetings.
* Cultivating successful relationships with retail customers.
* Completing each transaction in a quick and efficient manner.
* Cleaning shelves, counters, and tables.
* Identifying customer requirements.
* Preparing merchandise for display.
* Assisting customers with purchase decisions.
* Assisting in physical inventory counts.
* Making sure that customers receive receipts on all purchases.

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| **Educational Qualification** |

TERTIARY EDUCATION **Graduate in Hardware and networking from kutchi iti (gov’t. recognized)**

HIGHER SECOUNDARY **Mumbra College of Commerce and Science 2002 -2004**

SECOUNDARY **Sun Shine Convent High School 1998 -2002**

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| ***KEY SKILL & STRENGHT***  |

* Good communication skills
* Ability to take initiative
* Multi-task
* Efficient problem solving
* Oriented towards customer servicing

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| **SOFTWARE PROFICIENCY** |

* Remote Management Tools : **rdp,** **ammyy admin, team viewer**
* Operating Systems : **Windows XP and Windows 7/8/8.1/10/2008/2012**
* Office Automation : **MS-Office 2003,2007, 2010**
* Virus Management : **Symantec, McAfee Etc.**

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| **PERSONAL PROFILE**  |

Nationality : **Indian**

Religion : **Islam**

Marital status : **Married**

Languages Known : **English and Urdu**

Date of Birth : **14/12/1983**

I hereby certify that the above information are true and correct to the best of my knowledge and belief.

***Adil***

***Applicant***