Shefeek

[Shafeek.381499@2freemail.com](mailto:Shafeek.381499@2freemail.com)

IT Support Engineer

IT Professional with more than four years of experience in the IT department and coordinating projects Involved in Multitasking, Team work, Business process improvement, Problem solving and troubleshooting

**PROFESSIONAL PROFILE**

* Implementation of IBS Small Cell, Wi-Fi and UBR Installation for Reliance Jio Infocomm Limited sites
* Installation, Configuration and Administration of LAN,WLAN &WAN Networks
* Installation and Troubleshooting of Switches, Nomadix, Access points, Scanners, Desk Jet Printers and Network Printers
* Insightful Knowledge of TCP/IP, DNS, DHCP, POP, SMTP

and Managing Active Directory users

**TECHNICAL SKILLS**



LAN WAN TCP/IP DNS DHCP



FTP HTTP IIS RIP EIGRIP



OSPF Trunking Symantec Antivirus



Firewall GPO VPN WLAN



Protocols Server Managment



Configuration of Routers and Switches

* Identifying and troubleshooting of minor and critical problems occurring on the Networks
* Installation of desktop image, operating systems and applications
* Set up and configured wireless access points and maintained client connectivity
* Configure and troubleshoot outlook and evolution Email set up
* Effective vendor Management
* Effective planning and scheduling of the project implementation that includes acceptance testing by Reliance JIO O&M wing
* Provides oversight of day to day project and program control of a multi-location/function team and prepares status reports
* Assist the system Administrator with desktop support Troubleshooting
* Remote or on site support to Engineers, end users and clients
* Diagnosed problem with hardware and operating systems

**EDUCATION**

**B.Tech in Electronics and communication** University of calicut (2009-2013)



*08/2009 – 04/2013*

Configuration of Access points



**PERSONAL SKILLS**

Willingness to learn new Concepts Leadership and Management Systematic and hardworking

**PERSONAL PROFILE**

Date of Birth: 27-12-1989

Marital Status: Single

Nationality: Indian

Passport No: K3030713

Date of Expiry: 04-Mar-2022

**LANGUAGES**

English



Hindi



Malayalam



**VISA STATUS**



Visit Visa

Notice Period: Ready to join

**WORK EXPERIENCE**

4 Years of rich experience in field of Project Coordinator in Installation and commissioning of IBS Small Cell, UBR, Wi-Fi, and DAS and also have experience as a System Engineer and Technical Support to Users

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| --- | --- | --- |
|  **Designation** | **:** | **Wireless Project Engineer** |
| **Name of Organization :** | | **Posidon Infrastructure Private Limited** |
| Period | : | 8th February 2017 – 10th April 2018 |
|  **Designation** | **:** | **Sr. IT Helpdesk Engineer** |
| **Name of Organization :** | | **Mi-Fi Networks Private Limited** |
| Period | : | 1st June 2016 –31st January 2017 |
|  **Designation** | **:** | **IT Helpdesk Engineer** |
| **Name of Organization :** | | **Teamlease Services Limited** |
| Period | : | 24th November 2014 – 31st May 2016 |
|  **Designation** | **:** | **System Engineer** |
| **Name of Organization :** | | **Maksys Technology Services Limited** |
| Period | : | 10th March 2014 – 15th November 2014 |

**Duties and Responsibilities**

* Establishes timelines, develops project strategies and manages client expectations for successful Completion of projects
* Provides Technical guidance as needed
* Prepares project authorizations, establishes budget costs and schedules for each project.
* Planning and Designing of Networks and Hotspot Locations
* Implementation of IBS Small Cell, Wi-Fi and UBR Installation for Reliance JIO sites
* Configurations of JIO Small cell, L2Switch, UBR Antenna and SMPS of Rack
* Maintains and regularly updates accounting system reports and periodically reviews the status And schedule of projects with appropriate staff.
* Installation, Configuration and Administration of DNS, DHCP Server, switches and Access points
* Installation, Configuration and Administration of Internet Security and Acceleration Server
* Installation, Configuration and Administration of VNC and Remote Desktops
* Installation, Configuration and Administration of MS Outlook 365/2013/2010/2007.
* Checking of Web servers and Firewall
* Troubleshooting IP related issue
* L1 Support to Application software likes Opera pms, Pos gold, Orion, Vin card, Vision, Hrms…etc
* Basic support to Avaya IP phones
* Configuration of outlook in Computers and Mobile phones
* Manages all system back-up and restore protocol

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge.

Shefeek.