**CURRICULAM VITAE**

# Carrier Objective

*Seeking a position to utilize my skills and abilities in the Industry that offers Professional growth while being resourceful, innovative, and flexible.*

**Profile:**

***Office Admin; IT techie*** *with experience.* ***Motivated, Independent, troubleshooter.***

**Technical Certified:**

* ***Certified Diploma Holder in IT Networking.***
* ***Knowledge of Windows, Office Suite,***

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**Fahim**

**AL-AIN - UAE**

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**Experience Profile:**

* **Union Agricultural Co. – UNION GROUP, AL-AIN**

A leading Co. in Agricultural sector having its Head Office in Al-Ain with branch in Liwa & Muscat – Oman.

**Office Administration|(July ‘12 – till date)**

Duties assigned of general clerical tasks& Administrative Jobs, Liaison to Accts - PRO& GM.

(Accts) opening of L/Cs with bank, Bank Transfer payments for offshore suppliers, Preparation & Maintaining of Inventory bills, Vouchers and files. Coordination with the Trade Finance dept. of Bank for the import shipment docs.

(PRO& HR) – record-keeping of employees in the organization. Follow-up with timely renewal of documents for company docs and employee-IDs. Maintenance of employee leave records, attendance, cancellation & exit records. Follow-up staff and labors with the timely renewal of IDs, visas etc.

Clerical Activities: order of items & materials of import required for the built-in Green Houses, asking quotes for bulk orders for tenders. Filing of records of schedules orders/imports and other prospective.

Monitoring company E-mails - replying with follow-up subjects, having arrival of the consignment from imports; proposing suitable import arrangements with the Shipping Agency as hired. Preparation of License Registration and Import Permits for the required docs. (insecticides, pesticides, potting soil etc.)

Co-ordination with Senior Management& staffs with other Branches.

* **Tele performance, INDIA**

A BPO firm within source and outsource call process with tie-up clients (Nokia, Sony, Vodafone, Microsoft India, Adobe etc.)

Customer Support Executive (November ‘11 –June ‘12)

Taking Inbound Calls for Voice Process of NOKIA.  Attending incoming calls from clients and providing technical support solution based on handset of the model the client is using. hands-on simulators and others.

* **RBK International Academy, INDIA**

A leading International School in Education affiliated by University of Cambridge supported by (IBO) International Baccalaureate Organization.

Resident Engineer (April ‘10 – Oct ‘11)

End Users client support, such as Installing applications, windows firewall, Troubleshooting computer Hardware and Software problems, Network and Printer Problems etc. Installing and Maintaining network printers etc. Working with LAN network monitoring tools. Creating Material request and co-ordinate with purchasing department to getting quotes and material.

**Education:**

* **HSE Education – `01**

**Personal Profile:**

* D.O.B: **Sep 2nd‘83**
* Nationality: Indian
* Marital Status: Married
* Sex: Male
* VISA: **Employment,**

**‘05-2019**

**Languages known:**

* General Arabic,
* Well-Versed with English, Urdu
* **Dynacons IT Systems & Solutions, INDIA.**

A leading customer care co. for its IT Solutions.

Customer Support Executive (June ‘06 –Oct ‘09)

Has worked on sites as resident engineer in following firms

* Indian Oil Corporation,

Managing Backup server includes Scheduling Daily backups.

Had been handling five servers for backup purpose and interconnection with main server located in Kolkata as well as net connection in it on switches and router. Managing and maintaining Exchange server 2000. Creating E-mail address and maintenance of Exchange services like e-mail security/ antispam method.

* Dada Bhai Vile Parle School,

Handling basic network interconnection with digital board and IT Room. Managing and maintaining Windows Data server includes Network Folder Sharing, Assign Proper security privileges for network users, Disk quotas, and storage report management, load balancing etc. Creating E-mail address and Planning, deployment and maintenance of Exchange services like e-mail security.

* **Elite Corps, INDIA.**

Field support Exe. (Mar ‘03 – Oct ‘05)

* + End Users PC support, such as Installing Operating System and applications, windows firewall, Troubleshooting computer Hardware and Software problems, Network and Printer Problems etc.
  + Providing overall technical support assistance to the entire LAN and WAN
  + Installing and Maintaining network printers etc. Working with LAN network monitoring tools.
  + Keep documentation for installation procedures, configuration, and troubleshooting issues for future use.

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

(Fahim)