**Application for Desktop Support Engineer**

**Resume**

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**MUDASSAR**

**Email:**

[mudassar.381637@2freemail.com](mailto:mudassar.381637@2freemail.com)

Innovative and hardworking Hardware and Networking professional with a qualification to back my claims. Highly dedicated and focused, looking for a place where I can prove my skills and get exposure to the latest technologies in the IT world.

**OVERVIEW**

* Identify and resolve computer and network problem.
* First-level help desk technical support and troubleshooting on IT network.
* Provided Tier1 technical support; assisted users facing network problems.
* Configuration of wireless routers.
* Assembling and de-assembling of Desktops.
* Formatting and Installing Operating Systems in Laptops and Desktops.
* Troubleshooting Operating systems and application software’s errors.
* Installation of developer software like MS Visual studio, Oracle, Toad, IIS.
* Troubleshooting Lan Problem.
* Providing support for call centre applications.
* Managing and providing support for Organisational software's.
* Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors etc. to provide technical assistance and support.

**SKILLSET**

* CCNA
* VC++
* MS SQL Server 2000/2005
* Linux
* CCNA

**WORK EXPERIENCE**

**WIPRO Partner ACUTE INFORMATICS Pvt. Ltd**

**Client HDFC ERGO General Insurance**:

**(Oct 12 2016 to5th Apr 2018)**

**Designation: Desktop Engineer L2**

* Managing Tickets Logged by users on ticketlogging application.
* Troubleshooting Network problem identifying them and resolving them.
* Managing user Access by moving them to respective VLAN created for them.
* Monitoring windows server and control user’s through domain policy.
* Creating internet group as per user profile.
* Creating shift roster for the engineers.
* Ensuring audit related guideline, which involves correct usage of software asper licence.
* Creating daily call logged reports and taking action accordingly.
* Supporting on site engineer on call and remotely.
* Installation and configuration of Windows operating systems and application software’s as well as end user support and remote access.
* Installation of IBM LOTUS and MOZILLA THUNDER BIRD mail client and troubleshooting the problems with it.
* Apply OS and antivirus patches by updating through server.
* Encrypting Laptops with Symantec End Point security.
* Managing user accounts, computers, security group and other objects on Active directory.
* Blocking USB device and other devices as per company policies.
* Mapping Network Drive.
* Installation of developer software’s, MS Visual Studio, Oracle 10g,11g PLSQL,Toad, IIS.

**GEBBS HEALTHCARE SOLUTION:**

**(April 15 2015 till Jan 2016)**

* Handling Desktop support activities.
* LAN and application troubleshooting and support.
* Worked as payment posting of medical claims.

**DSM CONNECTING ENTERPRICE PVT Ltd:**

**(25th April 2014 till Nov 2014)**

**Designation: Desktop Engineer L1**

* Providing support and troubleshooting with desktop problems resolving.
* Configuration and troubleshooting of operating system.
* Data sharing and backup.
* Configuration of computers in network.
* Installation and providing support for various software.
* Coordinating with on-site engineering and providing support.
* Installation of printers in network.
* Checking for Antivirus Updates.
* Providing remote assistance to end users.

**EDUCATION**

* Passed BSC IT from Mumbai University in 2015.
* Passed Diploma in IT from MSBTE with first class in 2011.

**TRAININGS/CERTIFICATIONS**

* Completed CCNA Routing and Switching from RST Forums Mumbai.
* Completed project Internship of the TYBSC-IT on “**WAREHOUSE**”, at **Enterprise Business Technologies Pvt Ltd**” at **Andheri, Mumbai India.**

**PERSONAL DETAILS**

Date of Birth:12thAug, 1990

Languages Known: English, Hindi and Marathi

Nationality: Indian

Marital Status: Single

Visa Status: Visit Visa