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| C:\Users\DELL\Documents\Downloads\WhatsApp Image 2019-03-17 at 5.14.38 PM.jpeg | [Shazeen-391667@2freemail.com](mailto:Shazeen-391667@2freemail.com) |

# Professional summary

* A result-oriented IT Service Professional with 5 years of experience as Technical Consultant & Support Engineer in Information Technology (IT) industry.
* Proven work experience as Technical Support Engineer, IT Help Desk Engineer or similar role for software as well as machine devices.

# Education

* Bachelor of Engineering in Computer from Mumbai University - 2013 with 60.00%.
* Diploma in Computer Engineering from Mumbai University - 2010 with 75.31%
* S.S.C from MSBSHSE - 2010 with 82.92%

# WORK experience

## Technical Consultant | Wipro Limited

**Jan 2017 – Jan 2019**

**Responsible for:**

* Acting as a technical support to clients having queries or issues regarding office 365 applications, through a series of actions either via remote applications, phone or email.
* Operational assistance to customers for issues related to Microsoft SQL while backup/restore data, installation or update.
* Maintaining an internal database to log various issues reported by users & the solution provided for them, so that the same can be referred by the team members in future cases.

**Achievements:**

Constantly achieving personal and team targets by obtaining multiple customer satisfaction surveys (C-SAT) and appreciations.

## Software Support and Database Admin| Cybersol Technologies Pvt. Ltd

**July 2016 – Jan 2017**

**Responsible for:**

**As Software Support:**

* Connecting & communicating with clients for support on software related queries.
* Releasing the updated version of software on Client's server.
* Coordinating with the Developer team for bugs and errors in the software for further analysis.

**As Database Administrator:**

* Taking data backup of the client's database periodically and before releasing the updated version of software to safeguard the data.
* Executing queries on the client's database to make the necessary changes as requested by the developer team.

**Achievements:**

Performing a dual responsibility, I was able to maintain client's satisfaction by providing timely resolution, thereby increasing company’s sales and maintaining healthy relations, in interest of company, with current clients.

## Technical Support Engineer| Wipro Infotech

**Mar 2014 – Oct 2015**

**Responsible for:**

* Providing technical support for Vodafone's product/portal (Vodafone Location Tracker - VLT) which was user for tracking vehicles.
* Assisting users in proper usage & implementation of Vodafone security Device Manager (VSDM), an MDM device, used for controlling and securing corporate dedicated devices.
* Simultaneously, presenting and promoting VLT and VSDM to clients.

Applying restrictions on usage of corporate owned devices as required by the client.

* Resolving Data Card Connectivity issues for clients.

**Achievements:**

Recipient of multiple rewards such as Best fresher award and best executive awards. Also, I was able to promote VSDM to different clients by giving appropriate knowledge and explaining its significance

# Skills & Abilities

* **Microsoft SQL:** Installation, Backup and Restore, Execute queries, error solving, Recovery models.
* **Microsoft Office 365 Click to Run (C2R):** Installation and Repair office 365 on multiple systems through network, installing on different platforms/operating systems, problem solving for office 365 applications.
* **Windows Operating system:** Installation and Fixing errors, troubleshooting issues for windows OS Hardware/Software.

# Personal information:

**Date of Birth:** 14th October 1991

**Languages Known:** English, Hindi, Marathi and Urdu

**Marital Status:** Married

**Nationality:** Indian

**Visa Status:**  Residence (Spouse sponsored)