SHAHANAZ [visit visa]

IT TECHNICIAN

 **CAREER OBJECTIVE:-**

A suitable role as ***IT/Desktop support technician*** , which allows me to utilize my skills and experience for the growth of the organization and also help me develop professionally.



**EXPERIENCE**

**IT TECHNICIAN**

  **July/2018-may/2019**

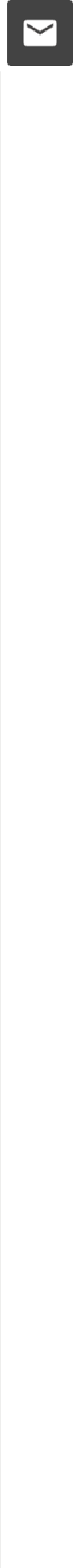
* + **Location : DUBAI , UAE RESPONSIBILITIES:-**
* Computer hardware and software troubleshooting
* Repair Laptops and Desktops.
* Chip-level repairing of DESKTOP,LAPTOP,SONY PLAY STATIONS and other IT gadgets
* Peachtree accounting and google sheet support.
* Testing new technologies for IT/Desktop support.
* Troubleshooting new IT gadgets
* Complete configuration/troubleshooting of Operating system and applications.
* Monitor and maintain computer systems and networks.
* Collaborate with clients and staff. Both face to face and over the phone to help setup systems or resolve issues.
* Troubleshoot and diagnose system and network issues as well as software faults.

**IT COORDINATOR**

* **Company : INZPIRE TECHNOLOGY Jan/2016-Jun/18**
* **Location : DUBAI , UAE**

**RESPONSIBILITIES:-**

* Installing and configuring computer hardware, software, systems, networks, printers and scanners.
* Peachtree with basic accounting and data entry with MS office
* Monitoring and maintaining computer systems and networks
* Responding in a timely manner to service issues and requests.
* Providing technical support across the company (this may be in person or over the phone).
* Setting up accounts for users.
* Repairing and replacing equipment’s as necessary.
* Testing new technology
* Possibly training more junior staff members.



**Skills and achivements**

•Highly organized, dedicated and committed to professionalism.

•Good analysing skills and management reporting.

•Excellent communication and interpersonal skills.

•Able to work under any situation.

•Flexible according to situation and accept challenges.



**EDUCATION**

**POLYTECHNIC ENGINEERING JDT ISLAM POLYTECHNIC COLLEGE , CALICUT,INDIA**

2010-2013

**ENA(**expert networkadmin)

**Bangalore,Karnata ka,India**

**SERVICE ENGINEER**

* **COMPANY : HARD MIND** HARDWARE SOLUTION / **2011-2013**
* **LOCATION : CALICUT,KERALA,INDIA**

**RESPONSIBILITIES:-**

* Laptop and Desktop computer repairing and troubleshooting
* Installation and configuration of OS.
* Replace the parts of software and hardware as required.
* Resolve customer computer problems via phone

**Additional skills:-**



* Technical troubleshooting to solve the problems of other IT gadgets.
* Both hardware and software Troubleshooting of Sony Gaming devises like PLAY STATION 4/5
* Install and configure systems/routers/RJ45 cable crimping in offices.
* Both installation and configuration knowledge with variable Operating systems like:-Windows 7 , Windows XP , Windows VISTA , Windows 8/8.1 , Windows 10



**Software:** MS Office 2007; MS Office 2010 , online driver updating software’s like intel

assistance.

**Hardware:** System troubleshooting, installations



And system assembling.

**Virtualization**: VMWare workstations.

**Networking:**

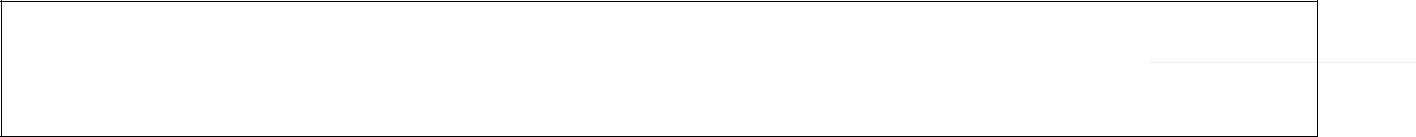
Setting IP address, create domain client infrastructure, Work group

**Contact:**

**Email:** [**shahnaz-397128@gulfjobseeker.com**](mailto:shahnaz-397128@gulfjobseeker.com)

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

Declaration



I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date :

Yours Sincerely

Place :

**[SHAHANAZ]**

**REFERENCE AVAILABLE ON REQUEST**

