A.ABDUL KALAM

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JOB OBJECTIVE

Proactive IT support engineer with more than 3 years of progressively responsible experience supporting Multiple-C level Professionals. Strong Organizational skills and. an ability to manage multiple completing priorities and projects with attention to detail.

A personable IT support engineer who is highly organized, has strong attention to detail and who is capable of working with confidential information

SOFT SKILLS

- ✓ Technical knowledge of current protocols, operating systems and standards. Excellent knowledge of Personal computer's and desktop hardware.

- ✓ Ability to operate tools, components and peripheral accessories.

- ✓ Software and Hardware Troubleshooting.

- ✓ Ability to work independently and with supervision.

- ✓ Excellent oral and written communication skills in order to provide appropriate client support and interaction.

IT Support Engineer
Lumina Data Matics – Puducherry
November 2018 – Till date

- ✓ Develop, maintain and communicate standard software setup and configuration profiles.

- ✓ Dealing with application support queries and issues reported to the support desk and escalated to Administrator.

- ✓ Take ownership and responsibility of queries, issues and problems assigned to the Administrator.

- ✓ Provide first & second level Help Desk support for PC/LAN and laptop/workstation end-users. Update and monitor problem tracking and reporting systems.

- ✓ Respond to requests for assistance in-person, over the phone, via email and ticketing system. Manage the processing of these support requests to ensure they are handled in a timely manner, and with the utmost Courtesy.

- ✓ Provide basic server (Windows) and networking (wired and wireless) support, Diagnose problems, and escalate as necessary to senior support staff.

- ✓ Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.

IT Support Engineer
Al Shafar Steel Engineering LLC (ASSENT) Dubai, UAE
February 2017 – September 2018

- ✓ Install, upgrade, support and troubleshoot XP, Windows 7,8,10 and Microsoft Office 2007, 10, 13 and any other authorized desktop applications.
- ✓ Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment.
- ✓ Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment.
- ✓ Respond to requests for assistance in-person, over the phone, via email and ticketing system. Manage the processing of these support requests to ensure they are handled in a timely manner, and with the utmost Courtesy.
- ✓ Provide basic server (Windows) and networking (wired and wireless) support, diagnose problems, and escalate as necessary to senior support staff.
- ✓ Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.
- ✓ Troubleshooting network connectivity in a LAN/WAN environment.

- ✓ Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, Application servers, and administrative systems.
- ✓ Use tools and methodologies to backup, restore and customize operating system configurations for deployment.
- ✓ Creating purchase requisitions (PR) for IT hardware and software.

- ✓ Prepare documents, meeting materials and Perform basic administrative support duties as required to meet specific operational.

Desktop Support Engineer
Just Dial Private LTD, Chennai, India
June 2015 – January 2017

- ✓ Install and configure new computer, printers, telephone and related office equipment. Install, upgrade, support and troubleshoot XP, Windows 7,8,10 and Microsoft Office 2007, 10, 13 and any other authorized desktop applications.
- ✓ Develop, maintain and communicate Help Desk solutions documentation and procedures for routine end-user issues.

- ✓ Develop, maintain and communicate standard hardware/software setup and configuration profiles.
- ✓ Take ownership and responsibility of queries, issues and problems assigned to the system Administrator.
- ✓ Provide first & second level Help Desk support for PC/LAN and laptop / workstation end-users. Update and monitor problem tracking and reporting systems.
- ✓ Log all support requests in our help desk system, keep the help desk database up-to Date, and notify the end-user of updates.
- ✓ Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels.

TECHNICAL SKILLS

- ✓ **Application:** Microsoft Office 2007, 2010, 2013 (Word, Excel, Power Point, Outlook)
- ✓ Installation of all **Microsoft Windows Series** (Win7, Win8, Win10, Server 2008, 2012, 2016)
- ✓ Microsoft Windows maintenance, dual booting, updating antivirus, updating windows.
- ✓ **MS outlook** configuration, backup, restore and troubleshooting.
- ✓ Disk Management, Partitions, Folder sharing, Access Permission.
- ✓ **Printer and scanners** installation & troubleshooting.
- ✓ **Server and switches** installation & backup and restore.
- ✓ Configuration of **TCP/IP** settings, Cabling and **LAN** troubleshooting.
- ✓ Worked on networking devices like Fortigate Firewall 620 monitoring, Redhat RHEL 6 installation and monitoring Nagios (Nagios- Monitoring tool)
- ✓ Worked on SLA time form client time intervals as from ITIL policy. P1, P2, P3 and upgrading, DR (Disaster Recovery) Drill / process.
- ✓ Knowledge in network products like (Fortigate Firewall Analyser 620, Switches, Nagios, Redhat)

ACADEMIC QUALIFICATION

- ✓ B.TECH in **Electronics & Communication Engineering**, PONDICHERRY UNIVERSITY,2011-2015

LANGUAGES KNOWN

- ✓ English, Hindi, Urdu, Tamil and Malayalam.

PERSONAL DETAILS

Father's Name	:	Abdul Jaleel
Citizenship	:	Indian
Sex	:	Male
Marital Status	:	Single
Date of Birth	:	27-11-1993

PASSPORT DETAILS

Passport No	:	M8717160
Issue Date	:	28-04-2015
Expiry Date	:	27-04-2025

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