Dastagir Mohammed

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Professional Summary

IT Specialist with over 10+ years of experience, Expert with a wide variety of security, engineering, networking, and operating system software. Possesses an Degree in Computer Science . Adept at developing efficient metrics guidelines training technical support associates and improving technical support performance based on input from other company managers. Specializes in consumer electronic and software technical support.

Work Experience

2008-2010

C Square Technologies, Hyderabad India
 • Computer Hardware & network engineer
Include roles as Maintenance Engineers, Help Desk Operator
Installation & configuration of a company's computer hardware operating systems and applications. Maintenance and monitoring of computer networks and systems. Logging the queries of customers and employees. Analysis of call logs in order to discover any underlying issues or trends. Diagnosing and solving hardware or software faults. Testing and evaluating new technology. Performing electrical safety checks on the company's computer equipment. Responding to call-outs in a timely fashion. Following instructions, either written or in diagram form, in order to set up a system or fix a fault.

2010-2012

Al Mufeed Information Technologies, Kingdom of Bahrain
 • IT Administrator
Working as computer Hardware & network engineer (Responsibility) CCTV and its installation, network instantiation, Troubleshooting computers and its networks issues, making network plans, fiber splicing and its network troubleShooting ,QMS systems.

2012-2018

Anwar Habbas Sultan EST, Kingdom of Bahrain
 • IT Systems Administrator
Monitoring and managing all installed systems and infrastructure Establish, configure, test and maintain operating systems, application software and system management tools The Setting, installing testing and maintaining operating systems, application software and system management tools Evaluate the existing systems and provide the technical direction to IT support staff. Oversee the development of customized software and hardware requirement. Plan and implement systems automation as required for better efficiency. Formulate and design the security system in place to maintain data safety. Oversee the constant availability of technical resources. Maintain and supervise the inventory. Timely reporting on the log sheet for the rapid response to any glitches

2018-Current

Soultech Bahraini Partnership Co, Kingdom Of Bahrain
 • IT Manager
Analyze department needs, identify vulnerabilities, and boost productivity, efficiency and accuracy to inform business decisions,Ensure network components meet needs and work together seamlessly, using the full range of

capabilities, and stay informed about new features and competitive solutions,Continuously analyze current process, technologies, and vendors to identify areas of improvement,Prepare cost benefits analysis reports when upgrades are necessary, continuously analyzing vendors to ensure they offer the best possible service and value for company needs,Train employees on both software and hardware, troubleshoot, and provide technical support when needed,Develop and execute disaster procedures, and maintain data backups.

Education

2002-2003

secret heart high school , India
  • Board OF Secondary school certificate india

2003-2005

Sri Srinivasa jr college , India
  • Board of Intermediate india

2005-2008

Indira Gandhi Institute of technology & Management, India
  • B.sc Information Technology

Languages

English   —   Moderate

Hindi   —   Moderate

Additional Skills

  • Diploma in Hardware and Networking (APITCO)
  • Fundamentals of Information and Technology
  • MCSE
  • Typing
  • CCTV
  • Ms Office