

**RAMSHAD.E** Mobile : +971525376782

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**Objectives**

Seeking suitable position of responsibility in an organization where’n I can combine dedication and efficiency by making good use of my Knowledge, Communication skills and ability for my career development for the benefit of the organization with utmost sincerity and earnestness.

**Personal Qualities**

* Ability to perform under pressure with a ‘can-do’ attitude.
* Strong organizational and planning skills, service–orientation, self-motivation and a team player attitude.
* Unbiased assertiveness with an approachable and solution-oriented attitude while resolving issues.
* Maintain professional growth while participating in and contributing to the company’s Quality Management Systems.
* Ability to maintain a professional attitude when interacting with management, employees and external contacts.
* Good communication skills.

**Educational Qualifications**

* Higher Secondary (Board of Public Examination) (Science)
* SSLC (Board of Public Examination)
* Diploma In Electronics Engineering(State board Of Technical Education)

**Technical Qualifications**

* Microsoft Certified Professional (MCP ID-11436227)
* A+,N+ (desktop and LapTop)
* Security System
* U.A.E manual driving Liscence

**Skill Set**

Operating System : Windows (10,8,8.1,7,XP,98 Windows server 2003 and 2008 (R2),2012 (R2))

Hardware : Laptop,Desktop Knowledge in PABX, VPN, Firewall

Networking : **New MCSE**

ADDS,DNS.DHCP,TCP/IP, LAN/WAN,POP3,SMTP

CCTV : Security System

Application : Excellent knowledge in computer based applications.

(MS Office, Photoshop, CorelDraw, PageMaker, Etc..)

Remote Desktop :RDC,Team viewer,Ammy admin

**Professional Experience**

**1.** **Soft Touch Network and Communication ,Abu Dhabi,UAE**

Designation:**Technical Engineer**(From 4th February 2014 - 2019)

**2.**  **LOYAL GROUP**

Designation: **SITE ENGINEER (** From march 2020 to present **)**

**Job profile :-**

 Supporting users and network administrators over the telephone and by email.

 Responsible for networking, design, installation and maintenance services

 Responsible for site surveying and prepairing estimate, quotation and invoices

 Responsible for delivery and collection of quotations ,invoices and check

 Purchase of IT assets

 Responsible for structured cabling, cctv and video door phone installation and maintenance services

 Responsible for Access control,design,installation,configuaration and maintenance services

 Responsible for telephone system,pabx,design,installation,configuration and maintenance services

 Responsible for Projector installation, configuration and maintenance services

 Responsible for Online UPS installation and maintenance services

 Fluke testing

 An active member of technical support team which is responsible for infrastructure

services on Microsoft Windows technology

 Updating servers with latest service packs and hot fixes.

 Preparing monthly work status report and updating technology specific documents

 Remote administration of servers for any problem across Fidelity offices related

to Microsoft Windows operating system.

 Installation, maintenance of other computer peripherals such as Network printers,modems

 Installation, Maintenance & Troubleshooting of Win XP, Vista, Win 7, Win 8, Win 10 Server 2008(R2),2012(R2)

**Overview**

**Microsoft Certified System Engineer** (**MCSE**), **Microsoft Certified Professional, Microsoft Certified Solutions Expert** Certificate holder with excellent interpersonal skills. **Microsoft certified Solutions Associate ,CCTV Security System,Access control**

**Key Skill**

Understanding the job profile and putting in the maximum efforts to meet deadlines and schedules with professional efficiency. Confident enough to take up new and challenging opportunities. Having good presentation skill and an ability to work with and manage teams.

**Operating systems**

Windows 2003 Server, Windows 2008 (R2) Server, Windows 2012(R2) Server, Windows XP, Windows 7, Windows 8,8.1 & Windows 10

**Interested Areas to Work**

* Windows Windows 2003/2008/2012 Server Administration
* Wide Area Network (WAN)
* Local Area Network (LAN)
* Wireless (WIFI) LAN
* Network Printer and Print Server Administration
* CCTV security systems
* Access control systems
* Projector Installation

**Strengths**

* Hard working and punctual.
* Disciplined and well organized.
* Confidence in handling high-pressure situations.
* Flexible for adapting new ideas, and having continuous learning attitude

**Personal Information**

Name : RAMSHAD.E

Sex : MALE

Date of Birth : 16-December-1992

Religion : ISLAM

Nationality : INDIAN

Marital Status : Married

Languages known : English, MALAYALAM, hindi(Read & Write)

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License : UAE Manual driving Licence ,Indian driving Licence

Passport No : L4219024

I hereby declare the above details are true and correct to the best of my knowledge. It would be pleasure working in your firm.

Place : Sharjah, U.A.E Yours Faithfully

Date : RAMSHAD . E