

MOHAMMAD KAZEEM



+971 589198545



Kazeembidar@gmail.com

CAREER OBJECTIVE

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

EDUCATIONAL QUALIFICATION

<u>YEAR</u>	<u>INSTITUTION</u>	<u>COURSE</u>
2017	GULBARGA UNIVERSITY - KALBURGI	BCA
2014	KSOU- MYSURU, India	Class XII
2009	Smt Chikkamani High School-Bidar, India	Class X

PROFESSIONAL EXPERIENCE

- Designation : **Desktop Engineer & IT Technical support to ATM Operations**
(17TH OCT 2019 to 06th Nov 2021)
- Organization : **Mashreq Global Service,**
Shanti Niketan tech- park
Whitefiled – Bengaluru – 560066

STRENGTHS/ SKILLS

- Good communication, Presentation and analytical skills
- Highest respect for team work, team player
- Quick learner and good listener
- Critical thinking
- Positive Attitude



ADDRESS

Bidar - Karnataka.

LANGUAGES KNOWN

ENGLISH ●●●●●

HINDI ●●●●●

URDU ●●●●●

KANNADA ●●●●●

COMPUTER EXPERTISE

- Sound Knowledge of MS-Word, Excel, and PowerPoint.
- Good Typewriting speed (25w/pm)
- Well experienced in using the internet.
- Computer Software and Hardware.
- Able to learn new software applications.

HOBBIES

Travelling, Chess, Music, Reading, volunteer work, cooking.

ROLE & RESPONSIBILITIES BUT NOT LIMITED TO:

- Remotely access & troubleshooting.
- Resolving the outlook issues.
- Remotely update the system & anti virus upgrade.
- Using ESQ ticketing tools
- Monitoring ATM's error & resolving by dispatching FLM/ SLM tickets to concern vendors.
- Escalations to vendor's higher authorized level to get the issue resolve on TAT.
- Monitoring 24/7 for increase uptime of services.
- Troubleshooting ATM by run commands.
- Handling escalations mails & calls from Bank.
- Handling field related issues.
- Prolonged errors like H/W, S/W are identified and assigned to SLM for error rectifications to get smooth functional.
- Maintaining and updating the database for all the banks of the ATM..
- Hotlisting of debit cards.
- Checking ATM status using postilion Real 2 servers.
- Updating the patches in ATM machines using the .178 and .180 server. and the install.bat log for updated latest version.
- Pulling the ATM Reports using ESQ tool.
- Supporting the postilion server.
- Analyzing the more than 8 hours call.
- Puling the daily reports (UAE, EGYPT & QATAR)
- Main focus is every ATM should be in service with loaded cash
- Daily observing the check list of ATMs.
- Solving customers complaint and queries on TAT.



REFERENCES

Available upon request



DECLARATION: I hereby declare that the above mentioned details are true and correct to the best of my knowledge and belief

MOHAMMAD KAZEEM



PERSONAL PROFILE

- Born on 20 JULY 1992
- Sex: Male
- Nationality: Indian
- Religion: Islam
- Marital Status: Single
- Driving License No : KA3820140000909



PASSPORT DETAILS

- Passport No : R0347434
- Date of Issue : 20/05/2017
- Date of Expiry : 19/05/2027
- Place of Issue : BENGALURU