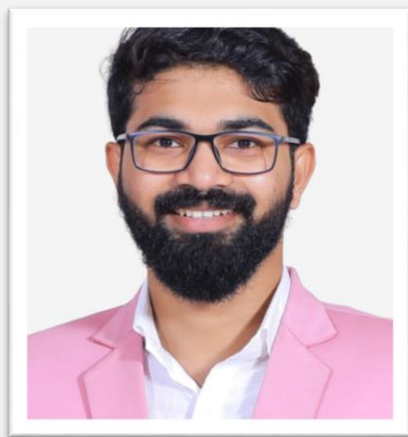


FAISALMON VP



Contact

Address:

13th St - Al Qusais, Al Qusais 1 - Dubai

Phone:

+971589639815

Email:faisalmonvp@gmail.com

Languages

English
Hindi
Malayalam
Tamil

Professional Summary

IT Support Technician seeks new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals.

Skill Highlights

- MS Office 365
- Technical Support
- Application support
- Windows 10
- DNS,DHCP
- Active Directory
- IT department support
- Troubleshooting and Diagnostics
- Hardware and software installation
- Help desk support
- Server Support
- SAP (Hana)
- Problem resolution

Experience

Feb2017–Jun2020

IT Support • EMKE Group• Riyadh, Saudi Arabia

Knowledge about Business operating process Such as ERP, MM, SD in SAP & BI.

Installing and configuring computer hardware, software, systems, networks, printers and scanners

Monitoring and maintaining computer systems and networks

Responding in a timely manner to service issues and requests

Providing technical support, including procedural documentation and relevant reports.

Setting up accounts for new users

Repairing and replacing equipment as necessary

Testing new technology and assisting POS Operations.

Possibly training more junior staff members.

Troubleshooting system and network problems and diagnosing and solving hardware or software faults. Technical knowledge (Installation - Troubleshooting - Maintenances) .

Oct2016–Jun2017

Junior System Administrator• KMM College of Arts and Science, Kerala

Monitoring and maintaining computer system and networks.

Troubleshooting system and network problems and diagnosing and solving hardware or software faults.

Jul2016–Aug2016

Network Administrator (Training) • Soffit Private Ltd, Ernakulum.
Knowledge of Basic Concepts of Networking

Education

BCA –Bachelor of Computer Application •University of Calicut,
Kerala

Diploma in Marine Mechanical Fitter •Institute of Technical
Education Society Kerala, India

Higher Secondary Education •Board of Higher Secondary
Education, Kerala

Additional Education

Cisco Certified Network Associate (**CCNA**), Course Completed
Microsoft Certified System Engineer (**MCSE**), Course Completed.

Capabilities

Quick learner.

Exceptional competency in handling tasks both individually as well
as within a team.

Confident and resourceful with a willingness to learn new
concepts.

Passport Details

Passport No. : U6765871

Date of Issue : 22.09.2020

Date of Expiry : 21.09.2030

Declaration

I hereby declare that all the statements made above are true,
complete and correct to the best of my knowledge and belief.

FAISALMONVP