Modassir Khan

An Enthusiastic IT Support Engineer with 7 years of experience at IT field Includes Managing Network and Computer systems with the necessary drive and determination needed to troubleshoot and resolve Network & Computer Issues. Now looking for new challenging IT specialist/IT Engineer/Networ Eng position, on which will make best use of my existing skills.

Bachelor of Engineering in Electronics & Communications, having good knowledge of Windows /Mac OS with client support /server support/ knowledge of Server hardware and setup / Active Directory/Email configuration and good communication skills.

Experience

Al Haramain and Dar Al Haramain Bookshop Group - Dubai   February 2019 to Nov 2020
IT ENGINEER (IT Administrator)

- Installation and configuration of Windows based operating systems
- Software installations and troubleshooting of all types of customer oriented field problems, network setting for TCP/IP and Internet setup.
- Trouble shooting of all types of Hardware and software applications problems. Configuring & troubleshooting of Desktop/Laptops for L1& L2 backup and recovery. Configuring.
- Troubleshooting of printer, scanner & LAN related issues reported by users.
- Installation and Configuring of wireless Data Cards in users laptops.
- Exposure in Active Directory user creation & deletion.
- Maintenance and Troubleshooting of connectivity problems using Ping, Trace route.
- Trouble shooting hardware, software & networking problems.
  Microsoft G Sute Administration.
- Provide day-to-day technical support to employees for network infrastructure and internal desktop system software and hardware
- Monitoring and maintaining computer systems and networks
- Setting up new users' accounts and Profiles Using Microsoft G Sute.
- Responsible for general health and maintenance of Microsoft Windows operating systems and ActiveDirectory.
- Desktop operating systems support on all PCs and laptops
- MS Office support, file sharing support and antivirus support on all PCs.
- Document and maintain an updated inventory of all hardware, software and licenses to ensure optimal utilization of IT capabilities
- Manage an inventory of spare parts and hardware for timely replacement of faulty equipment to ensure smooth business operations
  Installation and Configuration of CCTV /DVR/NVR

IDEAL CONCEPT CONTRACTING LLC - Dubai   May 2018 to January 2019
IT Network Engineer

- Installing, configuring and maintaining servers, computer peripherals, IT hardware, application software.
- Troubleshoot and resolve issues related to hardware such as printer, projector, application systems and network infrastructure,
- Install and configure software and hardware
- Manage network servers and technology tools
- Setting up new users' accounts and Profiles Using Microsoft G Sute.
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls•
- Installation and Configuration of CCTV /DVR/NVR
- Repairing and replacing equipment as necessary.
- Creates Shared network folders.
- Manage an inventory of spare parts and hardware for timely replacement of faulty equipment to ensure smooth business operations.

Personal Info

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Deira Dubai

Phone
+971 561728211

E-mail
modassir25@gmail.com

linkdin
https://www.linkedin.com/in/modassir-khan-a9b0992a

facebook
https://www.facebook.com/modassir.khan

Passport Details

passport no- K0641203

Nationality - Indian
Available Immediately to join

BE in E&C / MCSE
Willing to relocate Anywhere

Visa Types
Visit visa

Skills

Computer Networking

Network Administration

Microsoft Windows Server

Active Directory

Microsoft Windows

Microsoft G Suit

CCTV/DVR/NVR

Outlook Configuration

Microsoft Office Network

Support DHCP/DNS

Information Security

Routers/Switches

LAN/WN

Microsoft Windows Server

Concentrix Services India Pvt Ltd for Lenovo   July 2016 to April 2018
Technical support Engineer/Desktop Support Engineer - Bangalore

❖ Provide Desktop and laptop related Hardware and software troubleshooting.
❖ Installing/configuring computer hardware openings system/Application.
❖ Troubleshooting system problems and diagnosis/solving hardware or software faults.
❖ Respond to customer technical problems/issues related to hardware, software and networking via
   Phone, email.
❖ Address user tickets regarding hardware, software and networking.
❖ Ask customers targeted questions to quickly understand the root of the problem
❖ Guide users with simple, step-by-step instruction.
❖ Conduct remote troubleshooting.
❖ Test alternative pathways until you resolve an issue.
❖ Customize desktop applications to meet user needs.
❖ Taking ownership of customer issues reported and seeing problems through to resolution.

LYD Technologies   July 2013 to March 2016

System Administrator/Desktop Support Engineer - Bangalore

❖ Installation of operating systems, antivirus and other software as and when required
❖ Maintenance of servers, computers, network and connectivity
❖ Competitive sourcing of hardware, software, licenses, etc. as and when required in the office
❖ Desktop operating systems support on all PCs and laptops
❖ MS Office support, file sharing support and antivirus support on all PCs
❖ Install & Configure Network printers
❖ Configure different types of network
❖ Manage network, POE Switch Servers and technology tools
❖ Recommend changes to improve systems and network configurations and determine
   hardware or software requirements related to such changes
❖ Setup Scan to Network Folders.
❖ Provide Desktop and laptop related Hardware and software troubleshooting.

PERSONAL CHARACTERISTICS

❖ Excellent Problem Solving Skill, Hard Worker, Energetic
❖ Excellent Communication Skill, Negotiation and Listening Skills
❖ Excellent Presentation Skill, Ability to work in a team And time Management Skills
❖ excellent listening and questioning skills, combined with the ability to interact confidently
   with clients to establish what the problem is and explain the solution Vast Experience
❖ with Computer Software and Hardware
   cabling, patching, network tracing & crimping
   Strong expertise in configuring, installing and troubleshooting - Desktops.
   Expertise in configuring, installing and troubleshooting - Windows Servers.
   Strong expertise in configuring, installing and troubleshooting - network
   Experience & Good Knowledge on Configuring & Maintain basic Routers & Switches

I hereby certify that the above information is true and correct to the best of my knowledge
and belief that any false information to this data will be sufficient ground to revoke my
application in your office

Education

Bachelor of Engineering in Electronics
and communication engineering
Visveswaraya Technological University
   - Bangalore Urban, Karnataka

Diploma in Electronics and communi-
-cation engineering
Dayananda sagar institute of technology
   - Bangalore Urban, Karnataka

Certifications and Licenses

MCSE (Microsoft Certified System
Engineer).
Present

MCSA (Microsoft Certified System
Administrator)
Present

Hobbies

Team Sports

Volunteer work

Travel

Music

Reading

Languages

English - Expert

Hindi - Expert

Urdu - Expert