

Syed Yasaruddin

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IT Support Engineer



PERSONAL SUMMARY

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for an ambitious and expanding company.

WORK EXPERIENCE

Netmetric Infosolutions Pvt Ltd. Hyderabad, India

IT SUPPORT ENGINEER November 2017- Present

Responsible for supporting the company's SME clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

Duties:

- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Maintain the company's network infrastructure.
- Networking and providing support for Windows issues.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- Install and configure Windows environment and if needed third party applications and peripheral components such as monitors, keyboards, printers in the scope of IT security and procedures.
- Identifying business requirements on an on-going basis and implementing solutions.
- TCP/IP networking and hardware maintenance and repair.
- Training new employees.
- Assistance with training of staff and compiling procedural documentation.
- Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation.
- Applying patches in accordance with company procedures.
- Documentation of procedures and updating them periodically if needed

KEY SKILLS AND COMPETENCIES

- Experience as a Team Leader for projects and systems migrations.
- Excellent customer facing skills.
- Excellent analytical and problem-solving skills
- A positive attitude towards customer service and good communication skills
- Experience of Windows server 2008, Win 7/8.1/10 professional / MS office.
- Technical support experience of servers and network infrastructure.
- Good working relationships with team members.
- Troubleshooting skills.

AREAS OF EXPERTISE

- *Networking – Switches / Routers*
- *SQL*
- *1st/2nd line issues*
- *Infrastructure support*
- *Server support*
- *Microsoft technologies*
- *Remote support tools*

PERSONAL SKILLS

- *Problem solving*
- *Commitment to outcomes*
- *Highly analytical*
- *Helpful attitude*
- *Analytical Ability*
- *Leadership*

ACADEMIC QUALIFICATIONS

- *Bachelor's in Computer Science & Engineering 2011 -2016*
JNTU University, Hyderabad, India

CERTIFICATION

- *Master in Network Administration Plus (MNA+)*
Jet King

PERSONAL DETAILS

Full Name : Syed Yasaruddin
Date of Birth : 12 April 1992
Nationality : Indian
Marital Status : Single
Passport Number : L9406860
Mobile/WhatsApp : +919000221902
Linguistic Skill : English, Hindi, Urdu, Telugu

REFERENCES – Available on request