A person in a suit

Description automatically generated with medium confidence

**MOHAMMED GHOUSE MOHIUDDIN**

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**CAREER OBJECTIVE:**

To work in a learning & challenging environment, utilizing my skills & knowledge to be the best of my abilities & contribute positively to my personal growth as well as to the growth of the organization

**Work Experience:**

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| it SUPPORT ANALYST- INTERN (Part Time),12/2021 - Till Dateefs SOLUTION, HYD, INDIA  * + Fixed Blue Screen Issues   + Resolved Issues related to VPN   + Fixed Issues of Printers   + Resolved Issues of Firewall   + Experience on adding users in Active Directory   + Worked on Palo Alto   + Set-up & Configured Outlook & Office 365   + Responded to individual tickets to provide end-user support.   + Assisted online users via live chat, web conference to resolve issues. |
| mobile application tester, 03/2020 – 01/2022**uber EATS, accenture**, HYD, INDIA  * + Tested the App thoroughly on various mobile operating systems - Android & iOS to see if there were any bugs while operating the App.   + Tracked, prioritized & organized defects in App & also worked with development team to facilitate timely corrections.   + Completed in-depth usability testing on Web, Tablet, Android & iOS mobile devices.   + Kept scripts and test cases updated with current requirements.   + Worked on Pl & IM Tickets finding root causes of problems by reviewing configuration files & logs.   + Identified & tracked defects with App & supported developers in resolving problems by completing additional tests.   + Operated on Jira Software - Agile Project Management Tool.   + Monitored resolution of bugs, tested fixes & helped developers tackle ongoing problems by providing QA perspective.   + During my Tenured Period in Accenture, I also played the role of a **Backup Trainer** to new hires to help them with the understanding of the App Testing*.*  IT HELP DESK Analyst, 11/2019 – 03/2020**HCL**, HYD, INDIAAssisted various kinds of users (doctors, scientist, salesman etc...) via live chat, phone & web conference to resolve issues.Responded to individual tickets on BMC remedy.Consulted via telephone & chat to understand user problems & asked probing questions to determine root cause  * + Provided client with guidance in handling difficult or complex problems. * Responsibilities:   + To maintain high login Efficiency (Available) for clients   + To resolve tickets within agreed SLA of tickets volume & time.   + To adhere to quality standards & to ensure positive client experience & CSAT through First Call resolution & minimum average handling time (AHT).   **Pre-Professional Work Experience:**  Worked as Physics, Mathematics and English Teacher.    **ACCOMPOLISHMENTS:**   * Certificate of English Proficiency from British Council.   + Campus Placement in HGS Company.   + Certificate of Merit in PowerPoint Presentation.   + Certificate of Participation – Line Follower Robot.   + Was among Top 15 to be picked for production immediately after training in Accenture.   + Due to my excellent communication skills, I was moved from email process to voice process in HCL   + Achieved Certificate of Appreciation in Accenture for Best Quality & Best Performer.   + Due to my Good Performance in Accenture, I was selected to be a **Backup Trainer.** |

# Skills

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| * + - Networking - Basics     - Core Python     - SQL – Basics     - Linux – Basics     - Power BI     - Tableau | * Manual Test Case Preparation * Troubleshooting & Problem-Solving Skills * Good Team Player * Good presentation skill * Excellent Verbal & Communication skills |

**EDUCATION PROFILE:**

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| **QUALIFICATION** | **COLLEGE / SCHOOL** |
| B.E – E.C. E | Deccan College of Engineering & Tech, India |
| M.P.C | Sri Gayathri Junior College, India |
| C.B.S. E | Our Own English High School, U.A. E |