

**MOHAMMED GHOUSE MOHIUDDIN**

**Contact: 0568962575 / 0505339029**

**Email :** **ghousemohi777@gmail.com**

**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:**

|  |
| --- |
|  it SUPPORT ANALYST- INTERN (Part Time),12/2021 - Till Date efs 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

|  |  |
| --- | --- |
| * + - 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:**

|  |  |
| --- | --- |
|  **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 |