CURRICULAM VITAE – Desktop Support Engineer

SAJED AHMED

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Professional Objectives:

IT Support Officer. With 9 years of total experience. A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front-line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company. Currently looking for a suitable IT support position with an ambitious company or organization.

Educational Qualification:

- **Master's Degree in Computer Applications** (MCA)
- Dr. B.A. Marathwada University, Aurangabad (2009)
- **Bachelor's Degree in Computer Applications** (BCA)
- Dr. B.A. Marathwada University, Aurangabad (2006)

Work Experience:

Adroit Info Tech.: From March 2019 Till Date.

Desktop Support Engineer (Aurangabad)

Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment. Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals. Return defective equipment to maintenance inventory, document customer repairs, and maintain and restock parts inventory to maintain spare parts levels.

Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network. Installed, upgraded, and verified hardware and software applications.

Assisted end-users in using new and existing technology; provided coaching and one-on-one training.

Managed laptops, desktops, and printers companywide. Authored second-line support team manuals and maintained support standard operating procedures.

Fly Dubai Airlines Ext Jumbo Electronics.: From Jan 2018-Jan 2019.

IT Support Officer (Dubai, UAE)

Conducted the da y-to-da y maintenance and troubleshooting of all Information system's equipment (laptops, desktops, printers, brand: HP, Fujitsu, CUSTOM etc.)

Performed in-depth root cause analysis and documented daily call logs, inventory of IT hardware and licenses which saved more time for asset tracking.

Monitored Network Performance using Solar Wind tool for better understanding about bandwidth, Network loss, etc. provide Windows, Administration, Windows Migration windows 7 to windows 10, **ONPOS** Devices, Data Backup, Transfer data to the Server, Sales report printing, Antivirus Kaspersky endpoint security Installation. Laptop Preparing, Outlook backup, OneDrive Configuration.

Amplex Emirates LLC.: From June 2017-Dec 2017

IT Support Officer (Abu Dhabi, UAE)

Hired as a full time IT Support Officer Provided customer in automated meter reading system (AMR)

Reporting, displaying, profile automated meter reading tele-control electrical devices through remote control systems via wireless and GPS.

Collect and specify IT requirements and functional specifications. prepare screen shots hardware/software requirement. Provided support for phone and email requests in a professional and courteous manner by logging faults with unique reference number with description of the fault in the incident management system.

Qualsoft Systems Pvt Ltd.: From Oct 2015-March 2017.
IT Support Officer (Aurangabad, MS)
Hired as a full time IT Support Officer Provide Windows, Application Support. It was a project-based consultancy, hence worked on several projects for information technology consultancy and software development contracts. Basically, worked was for business application projects for designing and development of applications, especially for eSchool, Sales and Accounting for Client/Server and Web-based applications as well. L1 and L2 support. Over Remote, Chat, Email to existing 100+ clients.

Al-Reziza software's.: From Sep 2011-Sep 2015.
IT Support Specialist (Jeddah, Saudi Arabia).
Hired as a full time IT Support Provided Windows Application Support, Desktop Support, Dot Net Forms and Reports on MS SQL Server 2005.Supporting major projects in Water management and Pharmaceutical Companies. Good participation in application designing, development, testing and implementation with users training. Supporting seniors for various projects in requirement studies, execution planning, identifying infrastructure and implementation of project for various customers.

Roles & Responsibility:

- Configuring Outlook Express and MS.-Outlook for clients.
- Installation of Server Application Software's upgrades. Server packs and application.
- Installation of Network and configured PC desktop and Laptop Computers.
- Installation and supports of the Microsoft Office 2000/XP/2003/2007/2010 and all type of Application Software.
- Configuring, Installing and maintaining LAN.
- Performed daily system checks and fixed troubleshooting in all listed areas when problems occurred.
- Installation and configuring DHCP and Troubleshooting of DHCP server in Windows 2003 /2008/2008 R2.
- Installation and configuring DNS server and Troubleshooting of DNS server in Windows 2003 and in
- Administrating ACTIVE DIRECTORY / ADDS of windows 2003/2008/2008 R2.
- Maintaining and creating of Users Accounts and Group Assigning permissions.
- Configuring of creating child and additional domains in MS Windows 2000/2003/2008/2008 R2.
- Installing of SQL Server 2008 R2 / 2010 / 2013 and Reporting Server.

Personal Details:

Marital Status: Married
Birth Place : Aurangabad, India
Date of Birth: 15 JUNE 1983
Nationality : Indian
Languages: English, Hindi, Urdu
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Signature

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