

Syed Nasree T.M

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IT SUPPORT EXECUTIVE

PROFILE

A confident and reliable IT technical engineer with extensive experience of working with computers and possessing a proven ability to administrate 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 ambitious and expanding company.

CAREER SUMMARY

- ✓ Confident and reliable Technical Support Engineer with 5+ years of experience with exposure to all flavors of Windows and Mac operating systems.
- ✓ Expertise in Installation, Configuration, Administration, Backup of Windows server 2008, 2012 R2 & 2016..
- ✓ Installation and configuration of Active Directory, DHCP, as well as allocated IP addressing schemes.
- ✓ Experience in OS Installation and configuration, Troubleshooting, Network configuration and troubleshooting.
- ✓ Experience in BACKUP - Configuring, scheduling, and troubleshooting issues with server backups.
- ✓ Experience in Security System Installing and configuration (CCTV, NVR & Access Control).
- ✓ Providing Technical Support & assistance for Computer Aided Facilities Management Software (CAFM software)
- ✓ Providing Technical Support & assistance for Enterprise Resource Planning (ERP Software – FOCUS)
- ✓ Installation and configuration of IP Phones and PABX configurations (Inbound & Outbound Calls).
- ✓ Ensuring timely Incident Resolution and achieving high Customer Satisfaction.
- ✓ Having good interpersonal, analytical, communication and presentation skills.
- ✓ Having good time management skills and ability to withstand stress & work under pressure.
- ✓ Willing to learn new technologies and take up new roles as per business requirements.
- ✓ Worked as a .net developer with Sql Server 2005 as backend

TRAINING & COURSES

- **CCNA & Diploma in JAVA @ NIIT, Bangalore-India**
- **Asp.net Course @ Chennai, India**

WORK EXPERIENCE:

❖ Adeeb Group.

Jan 2014 -Nov 2019

Designation: System Administrator

Roles & Responsibilities:

- Working on Windows & MAC operating system.
- Providing Technical Support & assistance for **CAFM** software (Reflexion).
- Providing Technical Support & assistance for Accounts & payroll software (**Focus** ERP).
- Support & Configuring CCTV and NVR Devices.
- Troubleshooting and configuring virtual networks based on client's requirements.
- Troubleshooting Site office & branch office devices through remotely.
- Troubleshooting issues with physical machine to virtual machine conversion.
- Working and configuring network copier & plotters.
- Working and configuring IP Telephones & PABX (MYPABX from Yealink).
- Supported Clients over Phone/Email/WebEx.

❖ KM Info Tech, Chennai

Mar 2012-Nov2014

Designation: Software Developer

Roles & Responsibilities:

- Involved in database design on SQL Server 2008 and development of different database objects containing functions, triggers, store procedures.
- Assisted in the front-end development and documentation, UI development, assist other developers in methodology documentation when needed.
- Created and edited image designs for the web page logos and graphics using Photoshop CS3
- Designed front-end using latest tools like Ajax. Worked extensively using JavaScript. Streamlined the retrieval, processing and updating of time-series survey data after successfully developing and implementing DRI's automated research database management system using C# and MS SQL Server 2005.
- Performed unit and systems integration tests, using the Visual Studio Test Suite
- Championed the successful implementation of DRI's mail exchange and security systems using MS Exchange Server 2007 and Internet Security Accelerator (ISA) Server, respectively.
- Built DRI's interactive website – using ASP.Net – that permitted users to enter a specific set of criteria for retrieving data and send their queries to the underlying database on the web server.
- Maintained and Developed Stored Procedures used for generating different reports
- Designed web pages using HTML, JavaScript, CSS, DHTML, XML and page design and layout and graphics

Designation: Prepaid Customer Support

Roles & Responsibilities:

- Fully support prepaid customer.
- Support on VAS services (Value added service).
- Responsible for wrong reversal for Retailer.

EDUCATIONAL QUALIFICATION:

Master's in computer application

Specialization: *Computer Application*

Year: 2008-2011

College : Measi IT ,Chennai.

Percentage: 79.5

Bachelor in Science

Specialization: *Computer Science*

Year: 2005-2008

College : Zahir Hussian ,Illyangudi.

Percentage: 60

HIGHER SECONDARY: HSC

Major: *Computer Science*

Year: 2005

School: JBAS School, Chennai

Percentage : 54.8

SECONDARY SCHOOL: SSLC

Major : *Common*

Year : 2003

School : Rahmania Matriculation School

Percentage : 68

PERSONAL DETAILS

Father's name : Mohamed Gani (Late)

Date of Birth : 10.02.1988

Gender : Male

Languages Known : English (R/W/S), Hindi (R/W/S), Tamil (S).

Religion : Islam

Nationality : Indian

Marital Status : Married

Permanent Address : 5/35, Umar Kathap Street, Abiramam, Ramnad District, India - 623601.

Driving License : LMV - TN 65Z2013000452(India)Willing to obtain GCC driving license if required.

Passportno&Expiry : J6934911 16/08/2021

References:

Will be pleased to provide upon request.

I hereby declare that the information furnished above is true to the best of my knowledge and understanding.

Place:

Date:

Sincerely,
(Syed Nasree)