Mohammed Ishaq Pathan

Desktop Support Engineer

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IMMEDIATE JOINING

Resourceful System Administrator consistently responds to wide range of technical challenges with focused and creative approach. Expert at maintaining smooth operation of installations with dynamic performance in environments relying upon diverse operating systems. Ready to help team achieve company goals.

Work History

2019-05 - 2021- 10

Desktop Support Engineer
Active Infotech

- Configured desktop computer and phones to facilitate office moves and new employee workstations.
- Installation of Windows XP / 7 / 10 and Linux OS on workstations
- Installed new or upgraded hardware and software and coordinated installation and follow-up with user to achieve customer satisfaction.
- Install and maintain equipment and software.
- Perform remote troubleshooting.
- Train new employees to use company's software and apps.
- Address user tickets regarding hardware, software and networking.
- Address user tickets regarding Microsoft Outlook.
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Excellent Problem-Solving Skills
- Record Incident resolutions in the helpdesk tool
- Created documentation to assist the desktop support team in the installation, configuration, and operation of new software and support tools
- Monitoring and troubleshooting LAN Installed and configured routers and switches
- Good Knowledge of Antivirus
- Good in Handling calls of clients and End-Users
- Good Knowledge of Excel, Word, OneDrive, PowerPoint
- Also Have Good Knowledge and experience of Linux Systems
- Basic Troubleshooting on Linux

- Ensure network connectivity throughout the company's LAN and also WAN using tools such as ping, traceroute, ip,
- Check processes that are consuming more resources than expected using (Tools: - top, sar, free).
- installing a patch for the system using yum and periodically checking for updates.

❖ Hi I am on a Visit Visa So I can join immediately my visa expires on 2nd February 2022

Skills

- Windows Operating Systems
- System Upgrades
- System Administration
- Hardware Knowledge
- Remote Diagnostics
- Calls Management
- Troubleshooting

Education

2017-06 - 2020-10   **Bachelor of Commerce: Information Technology**
Mumbai University - Mumbai

Languages

English, Hindi, Marathi, Tamil