

Aamir Khan

IT SALES AND TECHNICAL SUPPORT 7 YEARS INDIAN EXPERIENCE

Dubai, Sharjah, Al Fujayrah, Quwayn, Abu Dhabi, Ajman, Al Ain, United Arab Emirates

aamirkhan6363_9ug@indeedemail.com

+919826057394

JOB SUMMERY

A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression.

Willing to relocate: Anywhere

Work Experience

Mobile Phone Technician

Self - Bhopal, Madhya Pradesh

January 2019 to Present

I have basic knowledge & Skills of mobile repairing Like I can fix
Touch screen and display,
Charging connector
Mic, Ringer, Speaker. Android & iphone

IT Sales And Technical Support

Orion Systems Solutions (Auth Partner MARG ERP9+) - Bhopal, Madhya Pradesh

September 2017 to Present

JOB PROFILE

- Reporting directly to the IT Manager and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction.

Duties: -

- Provide functional & technical assistance and support for incoming queries and issues related to ERP system
- Respond to queries either in person or over the phone.
- Respond to email messages for customers seeking help.
- Provide various ERP modules training to client (online or offline)
- Develop crystal report based on client requirement.
- Analyses client issue and find bug/ defects related to ERP software. - Good communication skill (Oral & Writing)

Sales & PC Repair/Video Game Console Technician

SPY Computer Shop - Bhopal, Madhya Pradesh

May 2015 to March 2017

- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Networking and providing support for Windows 7, And Windows 10 issues.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- TCP/IP networking and hardware maintenance and repair.
- Training new employees.
- Assistance with training of staff and compiling procedural documentation.
- Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation.

Sales & Technician support

Dynamic Group of Technology - Bhopal, Madhya Pradesh

October 2012 to February 2015

- Accept customer desktop and laptop systems in-store for repairs.
- Request information about software and hardware issues and document all concerns.
- Troubleshoot systems and work with customers to determine needed hardware or software changes.
- Break down systems, remove malfunctioning hardware, and install new parts.
- Check system software and data integrity.
- Perform all repairs with utmost concern for customer privacy.
- Resolve selected issues with smart phones and tablets.

Education

Fundamentals of digital marketing in Digital marketing

Google Digital Unlocked

May 2020

High school or equivalent in Higher Secondary Education

Jamia Urdu Aligarh

2017 to 2020

Diploma in Diploma in (JCHNE) Jetking Certified Hardware and Networking Engineer

Jetking Computer Hardware And Networking Institute Bhopal - Bhopal, Madhya Pradesh

2018 to 2019

Course in Computer And mobile hardware software

Dynamic Group of Technology - Bhopal, Madhya Pradesh

March 2012 to September 2012

Skills

- security (Less than 1 year)
- technical documentation. (3 years)
- ERP software (3 years)
- Microsoft office (4 years)
- documentation. (1 year)
- Remote Support (3 years)
- Chip level repairing (1 year)
- Desktop support

Languages

- Hindi - Fluent
- English - Intermediate
- Urdu - Fluent

Links

<https://www.linkedin.com/in/aamir-khan-35605b72>

Certifications and Licenses

JETKING CERTIFIED HARDWARE NETWORKING ENGINEER + CLOUD V2

2018 to 2019

Key Learnings -

Installation, Configuration, and Maintenance of Operating Systems,
Installation of Softwares Antiviruses and Applications - OSI Model TCP IP Configuration Troubleshooting
of Laptop, Desktop related issues Troubleshooting of LAN and WAN issues MS Outlook Configuration
and backup restoration Providing Remote support Restoration and Backup of data of users
Assembling and Disassembling of systems

Fundamentals of digital marketing in Digital marketing

May 2020 to Present

Additional Information

SPECIALIZED SKILLS/Technical Skills

- Computer Operating Systems Win 7, 8, 10, Hardware and Software
- Installing and configuring hardware and software components to ensure usability
- Troubleshooting hardware and software issues.
- Ensuring electrical safety standards are met.

- Repairing or replacing damaged hardware. Upgrading the entire system to enable compatible software on All computers
- Installing and upgrading anti-virus software to ensure security at the user level.
- Performing tests and evaluations on new software and hardware
- Providing support to users and being the first point of contact for error reporting.
- Establishing good relationships with all departments and colleagues.
- Conducting daily backup operations.
- Managing technical documentation