

MOHAMMED KASIM

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Near Emirates mall, al Barsha 1, Dubai -UAE



PERSONAL SUMMARY

A confident and reliable **IT support engineer** with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer 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. Now looking to further an already successful career by working for an ambitious and expanding company.

EMPLOYMENT HISTORY

IT Support Engineer

December 2019- Present

Amco Properties, Al Barsha | Dubai

- Delivered troubleshooting solutions to departments and console operators experiencing difficulties with software, hardware, and network connectivity.
- Installation and configuration of nec sl1000, Panasonic KX-TDA100BX phone system.
- Providing outstanding support for MS office applications.
- Installation and configuration of Ubiquity accesspoints, Linksys routers and switches and Cisco Switches.
- Developing the infrastructure and systems to meet the company's needs.
- Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.

IT Support Engineer

March 2019-November 2019

International Radiology Centre, Buhairah | Sharjah

- Active Directory Server Managing (AD, GPO, and OU) user rights creation and configuration in server 2008 & 2012 R2.
- Configuration and management of NAS storages (QNAP TS-459 pro II) and Firewall Sophos (XG-125)
- Installation and Telephonic System Support for Avaya IP phones 9611, 9611G, 9608 and 9608G series (IP Office manager version 10)
- Provided remote desktop support for over 120 computers across all 3 branches using RDP, Sophos SSL VPN Client, Ultraviewer, TeamViewer, Any desk and remotePC.
- Configuring VLAN in manageable switches Cisco SG300-52 and Linksys (LGS528P) and managing Ubiquiti and Motorola Access points.
- DVR installation and configuring client application for computers and mobiles using LAN and dyn DNS.
- Configuration of user's email in Outlook and perform data backups, ERP backups Outlook Backups and Avaya Backups
- Installation and configuration of Sophos endpoint security and Kaspersky
- Installation, print server configuration, email configuration and network management for RICO-3500/4500 Series and CANON Image Runner C-524i Multi-Function Printers.

IT Support Technician**Dec 2017 - Dec 2018****EYS IT Solutions, Malappuram | Kerala**

- Installation, Configuration, Maintenance & Troubleshooting of Servers, Desktop & IT hardware.
- Active Directory Object Management (User, Groups) in Windows 2012-R2 server.
- Configuration and Maintaining of DNS and DHCP.
- Installation, Configuration & Maintenance of LAN using Routers, Switches & Firewall

Technical Support cum Web developer**Jun 2017 – Nov 2017****CodeDady Technologies, Perinthalmanna | Kerala**

- Designing and developing websites based on client requirements
- Installation & Troubleshooting of Application Software, Antivirus & Network based Applications.
- Installing and configuring computer operating systems and application

INFORMATION TECHNOLOGY PROFICIENCY**COMPUTER NETWORKING**

- Windows Server 2008/2012&2016 installation and implementation
- Active directory configuration, DNS& DHCP implementation
- Well acquainted with MS Servers, Group policy management and OU creation
- Implementation of web server(IIS), file server and VPN
- Experience in backup and restore of windows server & Hyper-V
- Configuration and troubleshooting of Cisco routers and switches
- Familiar with routing protocols (RIP, OSPF, EIGRP), VLAN and ACL
- Configuring and implementing remote access, VPN and WLAN

COMPUTER PROGRAMMING

- Having good knowledge in web designing and web development
- Experience in HTML5, CSS3, Javascript, Bootstrap, JQuery, wordpress and node JS

PACKAGES & OPERATING SYSTEMS

- Microsoft Office, MySQL, Adobe Photoshop, Ultraviewer, Dameware, RemotePC
- QuickBooks, Avaya IP Office Manager, iVMS – 4200 client
- Windows 2000/XP/Vista/Windows 7/8/10, Linux, MAC OS

ACADEMIC QUALIFICATION**CCNA&MCSE-** Training completed**B-TECH** in Computer Science and Engineering**March 2017**

Calicut University – Cochin College of Engineering and Technology-Kerala

PERSONAL DETAILS**Date of Birth:** 11.01.1995**Languages:** English/Hindi**Nationality:** Indian

Malayalam/Arabic

Gender: Male**Address:** Near Emirates mall**Marital Status:** Single

Al Barsha 1, Dubai

Visa Status: visit visa**Passport No:** M213568**Notice Period:** Immediate Join