CURRICULAM VITAE

Mohd Zubair Ahmed

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OBJECTIVE:

To explore myself as dynamic software and hardware professional in the information technology field enhances talents in a challenging work environment and dedicated work for the organization that offer professional growth with minatory benefits.

SUMMARY.

·Extensive experience and a SENIOR CUSTOMER SUPPORT ENGINEER.

·Working as Service Engineer in Peripherals.

·Installation of HP DNJ T836,500, 700 Plotters z5400, latex 700, latex 800, Mimaki 140, 160.

·Epson Aculaser 3800, 4200, HP 2200, 2100, 5000, 5100, 4200, 4300, 9050, 9040, HP laserjet 501dn, hp copier e82550, hp 436, hp 72625. Konica Minolta C220, C280, C360, 258.

·HP 1320, 1020 and MFP 4100, 4255, Lexmark T430 & 630, HP 4100, 4050, 4000.hp laserjet 5200, hp lj 5025, xerox wc 4595, 5725, 5016, canon ir 3300, ir 2318, ricoh c2003 mfp,

·Configuration of Printer Server and Jet Direct Card and printer MFP harddisk stores.

·Installation and maintenance of HP DeskJet printers, HP LaserJet printers, HP Design jet plotters, and DMP printers.

TECHNICAL QUALIFICATION

Bachelor of Computer Science

Duration: From 1992 to 1995

Diploma in Computer Hardware Engineers.

Duration: From 1996 to 1997

Diploma in Network Engineers.

Duration: From 1996 to 1997

PROFESSIONAL EXPERIENCE

Working as a Senior Customer Support Engineer at Hi-tech infomatics Pvt (HP Authorise service center

Hi-tech infomatics Pvt Ltd (HP authorise service center).

Worked as a Team leaders at Prompt Computer in Dubai.

From: 08/10/2019 to 11/04/2020

Worked in Real Impact Solution

As a Senior Customer Support Engineer.

Mylapore, Chennai -600004.

Duration: 22/ 5/2010 to 14 /08/2018.

Worked as as Senior Customer Support Engineer at Wipro care

From Jan 7th 2008. To April 2010.

1.Responsibility for this project roll allocating the calls difference location.

2.Preventive maintenance at scheduled time.

3.Hp plotter technically support at voice call at various location.

4.Troubleshooting and maintenance support at hp plotter 500, 450,800 and diagnosing the problem at customer Premises and solving it and satisfied the customer.

Worked as a Senior Customer Support Engineer at ICICI BANK (3i-infotech)

Duration: From 3rd 2006 September 2007 to December 2007

1.Responsible for all branch location maintenance the printer.

2.Hp LaserJet 9050, 9000, 8000, 8150.

Worked as a Service Engineer at Touch mate Quality Computer Co, U.A.E

Duration: From July 4th to August 26th 2007

1.At Dubai, Joint the Service Engineer as an all Project Component Level.

2.Hp Laptop components level servicing,

3.Hp and Compaq PC Servicing.

4.Hp Design jet 1050c, 2500,

5.Unexpected Incident occurred and returned back to India.

Worked as a Customer Support Engineer at Wipro Care computers Pvt Ltd.,

Who give entire responsibilities installation and maintenance for like HP Inkjet printers, HP DNJ plotters, and HP LaserJet Printer.

Duration: April 2004 to June 2006

1.Installation and Configuration Jet direct card and Print Server and configured the TCP/IP, IP address and stores device.

2.HP Design jet 500 racks Installation and configured the Autocadd2003 setting format.

3.Troubleshooting and diagnosing the problem at customer side.

4.Preventive maintenance for every three Month.

Worked as a Customer Support Engineer at Precision Informatics Pvt Ltd.

Duration: From March 2001 to August 2004.

1.Highent printer Model HP 8000,HP8150, HP5100.

2.Highent Design jet plotter Hp 430, Hp 450, Hp500.

3.Installation and Configuration and diagnosing the problem in customer place.

4.Upgrade the firmware.

5.Servicing the Fuser assembly and replacing the Teflon Sleeves and pressure roller.

Worked as a Customer Support Engineer in Mega Trends Ltd.

Duration: From November 2000 to February 2001

1.One Year Completing Training period in Mega trends Ltd,

2.Implementations of Installation and Configuration Hp LaserJet 1000, 1200, 1010, 5mplus, 4050.

3.Implementation of Installation and Configuration Hp DeskJet 610c, 640c, 810c, 3550.

4.Troubleshooting and diagnosing the problem at customer premises and solving it.

JOBS RESPONBILITIES

Installation & Troubleshooting of HP DNJ plotters 500, 400, 450C, 600, 1050 and HP DeskJet Printers and HP LaserJet printers, HP Color LaserJet printers and HP Scan jet, Troubleshooting and diagnosing the problem at customer premises and solving it. Providing the solutions for the service calls allocated at customer premises.

NATURE OF JOB

AS SERVICE IN – CHARGE

1.Handling of all customer calls.

2.Allocating of Engineers to the calls.

3.Suggestion to engineers the way of handling and solving the problems.

4. Maintaining the spare movements

PRINTER MAINTENANCE

1.HP Laser Jet Series

2.HP DeskJet Series

3.HP Scanner Jet Series

4.HP Plotter Series

5.Dot Matrix Printers

AREA OF INTEREST

1.Implementation / Troubleshooting of Print Server and Jet Direct Card.

2.Implementation / Troubleshooting HP DNJ Plottor, 430, 500, 450,500

3.Implementation / Troubleshooting of HP Laser jet 5000, 8000, 8100,9000

4.Implementation / Troubleshooting of HP Color LaserJet 2500,4600.4550

5.Implementation / Troubleshooting of Hp Inkjet Printers.

6.Inter connectivity of Jet Direct Card configuration of (TCP/IP).

PERSONAL DETAILS

Date of Birth : 11th June 1978

Father’s Name : A.M. Nazeer Ahmed

Nationality : Indian

Marital Status : Married

Languages Known : English, Hindu, Urdu, and Tamil & Arabic

Passport No. : B3072595

Yours faithfully

Mohd Zubair Ahmed