



Aboobacker BM

Contact

Address

Dubai

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Additional Skills

- Windows server
- Backup and storage
- Ms 365
- IT Helpdesk

Professional Summary

Enthusiastic IT Engineer offering 3.5 years of experience in IT Support. Excellent reputation for resolving problems, improving customer satisfaction, and Polished and highly educated with desire to work within IT sector.

Work Experience

11/2017-7/2019

AL Tharwa computer Tr LLC, Sharjah

IT Support Engineer

- Install, upgrade, support and troubleshoot Enterprise Applications hosted on Windows Server 2000/2003/2008/2012/2016
- Install, upgrade, support and troubleshoot Enterprise Applications running on Microsoft Terminal Services.
- Configuring DNS, DHCP, group policies and profile.
- Troubleshoot, repaired software and hardware problems on PCs, laptops, workstations and printers.
- Set up hardware and install, configure software and driver.
- Diagnosing and solving hardware/software faults.
- Consulted individuals and groups on computer equipment needs and recommended upgrade options.
- Works with vendor support contacts to resolve technical issues within the desktop Environment.
- Talk clients through a series of actions, either via Remote connection, email or chat to resolve technical issues.

02/2016-02/2017

HCL Technologies Ltd, Bangalore

IT Helpdesk support

- Manage Remedy tickets as per SLA Using BMC Remedy ticketing tool and Managing P1, P2 tickets.
- Installation, configuration and troubleshooting different Windows Operating systems.
- Configuration and troubleshooting of Outlook.
- Monthly checking SCCM, MBAM DLP and SEP update for Laptop users.
- Unlocking, Resetting Password and assigning privileges (Group policies) for AD computers/users.
- Push OS and antivirus patches from HDPM Server for Thin Client PCs.
- Hands on Experience in AD, DNS and DHCP.
- Windows Patch Management for Desktop & Laptop.
- Trouble-shooting all kind of Applications/software related queries, Hardware related Issues and providing technical support to employees.
- Configuring Bit locker and MacAfee encryption for desktops and laptops.
- Installation and up-gradation of OS and configuration of Project Related software.
- Installation and warranty period support for workstation, desktop, laptops.

Education

SIT,Mangalore
Master degree in computer science

08/2011-09/2014

Indus college,Karnataka
Bachelor degree in computer science

08/2008-06/2011

Languages

English — Fluent

Hindi — Fluent

References

Available up on request