Mohammed Aslam

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| **OBJECTIVE:**  Seeking a challenging position as a Support Engineer in an organization where I can leverage my technical and analytical skills with continuous learning and thereby contribute to its growth  **QUALIFICATION SUMMARY:**   * 1.4 years of experience working as a Technical support Executive in Macrofix Technical Services PVT LTD. * 3.0 years of experience working as a Voice Support Officer in Knoah Solutions PVT LTD. * 2.0 years of experience working as a Technical Support Engineer in ORBCOMM Technologies India PVT LTD. * Completed CCNA certification course. * Experience in interacting with International clients from UK,US, CHINA and some middle east countries. * Experience in working on Microsoft Tools like Windows Mail,Outlook etc. * Experience in configuring the software with the windows operating system. * Good Knowledge on installing network devices and configuring them. * Skilled in identifying problems and implementing corrective processes. * Team player and an innovator who is willing to go the extra mile to achieve company objectives. Self-motivated and a quick learner, constantly studying and training to keep abreast of new technologies.   **TECHNICAL SKILLS**  Languages : .NET SQL  Database : MYSQL,  SQL Servers : MS SQL server 2005/2008/2012  Operating Systems : Windows xp/7/8/10 Mac  **PROFESSIONAL EXPERIENCE**  **Organization: Macrofix Technical Services PVT LTD.**  **Designation: Technical Support Executive.**  **Worked From: April 2013- July 2014.**    **2) Organization: knoah Solutions PVT LTD.**  **Designation: Voice Support Officer.**  **Worked From: December 2015- 2017 December.**  **Client : Rosetta stone.**  3) **Organization: Orbcomm Technologies PVT LTD.**  **Designation : IT Support Engineer (Senior Engineer)**  **Working From : 2017 December – 2019 November**    **Company Profile:**    Macrofix as an Independent remote technical support service provider. Macrofix offers remote tech support for deleting virus, installing drivers, updating the softwares setting up the wireless modems etc.  Knoah Solutions is a Global Outsourcing company that delivers the best multi channel technical services in the industry.  ORBCOMM is a leading global provider of industrial Internet of Things (IoT) and Machine-to-Machine (M2M) communication solutions that remotely track, monitor, and control fixed and mobile assets. ORBCOMM offers hardware, connectivity and device management, an application enablement platform and more for full IoT solution development.  **Roles & Responsibilities:**   * Communicating with around the Global based customers through Email, Chat and voice. * Providing the remote assistance to clients. * Taking ownership of technical issues, and working with our Development group to resolve more advanced issues when necessary * Working on Priority Level A,B and C tickets. * Prioritizing and managing many open cases at one time. * Talking to clients and understanding the problem and classifying them as a software or hardware issue. * Installing and maintaining Software on the client's system. * Installing and configuring network devices like printers and troubleshooting issues related to routers and firewalls. * Installing and configuring database servers. * Writing SQL queries for extracting data and resolving database related issues. * Troubleshooting problems & meeting deadlines without compromising quality norms and adhering to SLA. * Identifying software bugs and taking them into the notice of software developers. * Registering the new cases into the knowledge base.     **SCHOLASTICS**    2008-2012 B.Tech IT  Vidya Vikas Institute Of technology.  University: JNTU, Hyderabad.  Aggregate: 68%  2006-2008 Kakatiya Junior College  Board of Intermediate.  Percentage: 76% in MPC  2005- 2006 ST.Xaviers High School, Nizamabad  SSC Board.  Percentage: 64%    **COMPETENCIES:**   * Good communication skills, planning and time managerial skills. * Goal oriented and adaptable. * Organized and well-structured at work. * Enthusiastic learner, responsible and self-motivated. * Have respect for peers, ability to work in flat hierarchies, always eager to solve problems. * Good Organizing skills.   **HOBBIES:**  Football, Workout, Cricket and Reading Auto biographies .  **PERSONAL PROFILE:**  Father’s Name : Mr Mohammed Azizuddin  Mother’s Name : Mrs Rasheeda Banu  Date of Birth : 21st June 1991  Languages Known : English, Telugu, Hindi,urdu  Resedential Address : H No: 8-1-402/135, Gulshan Colony,  Shaikpet, Hyderabad 500008.      **Mohammed Aslam** |
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