

Resume

Arshad I. Nadaf

(Technical/Desktop Support Engineer)

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Objective :

I am seeking a position with an IT company that will allow me to apply enhance my skills of being a technical support engineer. In addition, I am eager to contribute my creativity & hard work towards the success of your company and to the growth of fast developing field.

Summary :

- Over 6 years of experience in IT infrastructure Support.
- Currently working **Ikon Business Solutions**.
- Self-motivated team player with good communication and excellent interpersonal skills.
- Sharing best practices with team members to help enhance the quality and efficiency of customer support and as well as knowledge transfer.

Technical Profile :

Operating Systems	WINDOWS 7/8/10 & WINDOWS SERVER 08/12
Hardware Environment	HP, IBM, DELL, HCL & CANON PRINTERS
Devices	ROUTERS, SWITCHES, FIREWALL & NETWORK PRINTERS

Experience :

1. **Ikon Business Solutions**– *Technical/Desktop Support Engineer*
December 2018 to Till Date
2. **Network Techlab India Private Limited**– *Technical/Desktop Support Engineer*
November 2014 to November 2018

Responsibility and Technical Skill:

- Resolving the issues over the telephone and by email.
- Visit to client sites to help with installation and Troubleshoot.
- Installing the software, operating systems and server OS.
- Providing support for Windows OS.
- Troubleshoot and Repair the Canon Printers.
- Working on routine distribution, installation and up gradation of Applications and handled maintenance/ servicing of all the systems
- Provide Customer support for corporate users.
- Managing escalation of complex technical issues for customers.
- Coordinate with internal, external vendors and consultants to support Infrastructure and service requirement.
- Working on the Help Desk to provide support for software, printing, and network access issues.
- Configuration and Troubleshooting Knowledge of multi-vendor Hardware.
- Handle client and site independently provide maintenance & support to most Printers.
- Providing solutions to remote clients using Team Viewer and Ammy admin.

MS Windows Server 2008/2012

- Installation of Windows 08/12.
- Creating a New Domain and joining to existing domain.
- Active Directory Services configuring and maintaining.
- Clients' connectivity with, windows systems.
- Creating users and assigning rights, profiles, home directories, etc.
- Sharing and managing network resources.

Education :

Green finger College of Computer and Technology, Akluj – BCS (Computer)

2013-2014 from Solapur University

Shankar Rao Mohite Mahavidyalaya, Akluj – HSC

October 2009 from Pune Board.

Sadashive Rao Mane Vidyalaya, Akluj – SSC

March 2007 from Pune Board.

IT Credential:

- Completed Canon IPF Series Training in Noida, Delhi.
- Completed CISCO Certified Network Associate (**CCNA**) With grade A+
- Completed Advance Diploma in Hardware and Networking with grade A
- Completed Maharashtra State Certificate In Information Technology.

Extra – Curricular:

- Participated **Canon India private Limited** IPF Series Training In Large Format Printers in Noida Delhi.
- Participated **Canon India private Limited** BIS Level 1 & BIS Level 2 Training on Copiers in Mumbai.
- Participated State Level Workshop on Arm Based Embedded System Development.
- Participated State Level Workshop on PLC Programming and Applications.

Strength :

- Smart Work
- Self-Motivated

Hobby :

- Playing Cricket
- Cooking

Personal :

Name : Arshad Innus Nadaf.
Father's Name : Innus Nijam Nadaf.
Nationality : Indian
Date of Birth : 10 October 1991
Languages Known : English, Hindi and Marathi.

Declaration :

I hereby declare that the above particulars are true to the best of my knowledge and belief. I assure you that I will abide by the rules and regulation of the organization.

Place:

Date:

Yours faithfully

Arshad I Nadaf.