

Syed Yasaruddin

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IT Support Engineer

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. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for an ambitious and expanding company.

Duties:

- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Maintain the company's network infrastructure.
- Networking and providing support for Windows issues.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- Install and configure Windows environment and if needed third party applications and peripheral components such as monitors, keyboards, printers in the scope of IT security and procedures.
- Identifying business requirements on an on-going basis and implementing solutions.
- TCP/IP networking and hardware maintenance and repair.
- Training new employees.
- Assistance with training of staff and compiling procedural documentation.
- Assisting the network manager with support requests.
- Ensure computer hardware is safe & complies with health and safety legislation.
- Applying patches in accordance with company procedures.
- Documentation of procedures and updating them periodically if needed

KEY SKILLS AND COMPETENCIES

- Experience as a Team Leader for projects and systems migrations.
- Excellent customer facing skills.
- Excellent analytical and problem-solving skills
- A positive attitude towards customer service and good communication skills
- Experience of Windows server 2008, Win 7/8.1/10 professional / MS office

- Technical support experience of servers and network infrastructure.
- Good working relationships with team members.
- Troubleshooting skills.

AREAS OF EXPERTISE

- *Networking – Switches / Routers*
- *SQL*
- *1st/2nd line issues*
- *Infrastructure support*
- *Server support*
- *Microsoft technologies*
- *Remote support tools*

PERSONAL SKILLS

- *Problem solving*
- *Commitment to outcomes*
- *Highly analytical*
- *Helpful attitude*
- *Analytical Ability*
- *Leadership*

ACADEMIC QUALIFICATIONS

- *Bachelor's in Computer Science & Engineering 2011 – 2016*
JNTU University, Hyderabad, India

CERTIFICATION

- *Master in Network Administration Plus (MNA+)*
Jet King

PERSONAL DETAILS

Full Name : Syed Yasaruddin
 Date of Birth : 12 April 1992
 Nationality : Indian
 Marital Status : Single
 Mobile : +919000221902
 Linguistic Skill : English, Hindi, Urdu, Telugu

REFERENCES – Available on request