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**CURRICULUM VITAE**

**HAFFIJULLA SAYYAD**

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|  | H No 15-131, Near Prathiba School |  |  |
|  | Aswarao Pet Road, | **Mobile : 9885737046** | |
|  | Jangareddygudem - 534447. | **Email ID : haffijulla786@gmail.com** | |
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**Career objective:**

With 6 years of experience as a technical Support, I am seeking to work in a globally competitive environment on challenging projects where I can enhance and utilize my technical skills to help my new employer surpass its strategic goals. This includes increment in expertise and knowledge base for the relevant field of work and share the benefit of the growth with the organization.

**Tools of Trade:**

* CCNA, PGDCA, MS Office , My Sql

## Typing Speed 35 W.P.M

## Cloud Computing (Sales force ERP/CRM)

* Windows platforms
* Microsoft active directory
* Computer peripheral devices

**Work Experience:**

**Technical Support Executive (CRO):**

**HTMT –OCT/2011 to DEC/2013**

**Roles and Responsibilities:**

* logging and processing support calls
* installing and configuring computer hardware, software, systems, networks, printers and scanners
* planning and undertaking scheduled maintenance upgrades
* setting up accounts for staff, ensuring that they know how to log in
* solving password problems
* troubleshoot system and network problems, diagnosing and solving hardware or software faults
* talking to clients and computer users to determine the nature of any problems they encounter
* investigating, diagnosing and solving computer software and hardware faults
* Preparing MIS Reports as per the Client Requirement
* support the roll-out of new applications
* obtaining replacement or specialist components, fixtures or fittings
* checking computer equipment for electrical safety
* maintaining records of software licenses
* Managing stocks of equipment, consumables and other supplies.
* Installation and configuration of Mails
* Monitoring and First Level of troubleshooting of Local Area Network and Wide Area Network
* Maintained the status of issues in the call-tracking system and performs appropriate follow-up on escalated issues

**Tele Marketing Executive (TME & MIS):**

**PANCARD CLUBS LIMITED – Jul /2014 TO Jul/2015**

* Cold calling people using a given phone directory to sell products or solicit donations
* Deliver and prepare sales talks.
* Explain products and services to the customers
* Lead generation and creation.
* Taken the feedback from customer regarding their experience concern vacation
* Preparing MIS report as per Manager Hierarchy
* Deal with complaints or doubts to safeguard the company’s reputation
* Keep records of calls and sales and record useful information
* Lead and motivate teams to promote efficiency and effectiveness

**Operations Executive, Lab programmer and Teaching facutly:**

**VV EDUCATIONAL INSTITUTIONS – AUG/2015- Till date.**

* Proficiency with computer programs, such as Microsoft Word and Excel, and database systems
* Collecting and interpreting data
* Reading and understand technical documentation
* Maintain all students track record
* Monitoring system performance and troubleshooting issue
* Upgrade systems with new releases and models
* Develop expertise to train staff on new technologies
* Familiarity Knowledge with various operating systems and platforms
* Teach to Students all basic programming skills
* Verify that peripherals are working properly
* Install software
* Update system as soon as new version of OS and application software comes out
* Implement the policies for the use of the computer system and network
* Preparing MIS reports and dash board analysis.
* Analyzing the Large Amount of Data due to Client Criteria.

**Education Qualification:**

MCA From Andhra University with 70% Aggregration

**Declaration:**

I hereby declare that all the details furnished above are true to the best of my knowledge.

Place: Jangareddygudem Yours Sincerely

Date: HAFFIJULLA SAYYAD