Syed Mudassir Ali

Mobile : +91 8793131258
           +91 8855962009
E-mail : irshad.mudassir@gmail.com
Skype : irshad.mudassir@gmail.com

OBJECTIVE:

Seeking a professional career in **IT support/ System management /Technical Support administration,** that is professional, challenging and interesting that gives me opportunities to learn, innovate and enhance my skills and strengths in conjunction with achieving company goals and objectives.

SUMMARY OF EXPERIENCE:

Six years of experience in the field of **IT SUPPORT ENGINEER**, Hardware, Software and Network Support, Within these six years I worked and maintain IT infrastructure, Desktop, laptop, Internet Router, Switches, printers, Scanner, Projector, IP Camera, Biometric Attendance Devices, One Drive, Google Drive, Drop Box, Teams, ZOOM App, HDD Health Check, and technical support to office staff & remote support of other location's. **(Using Team viewer & Any Desk).**

PROFESSIONAL EXPERIENCE

SHAHEEN GROUP HYDERABAD INDIA

Duration	:	**August 2015 To Present - furlong leave**
Designation	:	**IT SUPPORT ENGINEER**

Responsibilities:
Technical Support

- Technical support on Desktop, Laptop, Printer, Scanner& Projector, Switches, Active Directory & Internal applications , IP Camera, Biometric Device with in LAN connection,
- Format, Install, upgrade, support and troubleshoot of, Windows7, Windows XP, Windows 10
- Installing and maintaining hardware and computer peripherals
- Fixing Software and Drivers on Client Systems & Conference Room
- Traveling to the client's location or connecting via remote link
- Configure antivirus software to fully protect IT environment , NET PROTECTOR & MAC CAFE
- Installation & Administration of Microsoft Office all products and any other authorized application
- Protect drive using Bit Locker
- Installation & troubleshooting of Local and Network printer.
- MS outlook configuration, Outlook backup & restore and troubleshooting
- Providing basic training on computer operation and management
- Troubleshoot System hardware, software and network Problems and replace Desktop & Laptop hardware parts like, Hard disk, Mother board, Ram, Processor, C Mouse Battery when require and Crimp LAN cable, Connect Switches & Routers , Assemble New system & Assign IP Addresses

Active Directory Support

- Installation of Windows Server 2012, 2008 & window 10, 07, XP

- Installation and Administration of Active Directory

- Installation and Administration of DNS, DHCP, ADC, Web Server, & FTP Server

- Control Users, OU & Deploying software's using Group Policy

- Assign Profile as per require and Configuration of Home folder

- Installation of operating system using Windows Deployment Services.

- Backup & Recover Users Data

PICASSO DIGITAL MEDIA PVT. LTD HYDERABAD INDIA

Duration : **June 2013 to July 2015**

Designation : **DESKTOP SUPPORT ENGINEER**

- Format, Install, upgrade, support and troubleshoot of Windows7, windows XP, Windows 8, Windows Vista,

- Installation & Administration of Microsoft Office all Products and any other authorized desktop applications, installation of, Java, AutoCAD, Maya, 3dMax, Corel Draw, Photoshop, PageMaker, all browsers, and all online and offline database software's

- Backing up and restoring user data

- Setup desktop, Laptop and install software for various applications and programs and test network connections

- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues

- Update system as soon as new version of OS and application software comes out

- Responsible for monitoring, troubleshooting, configuring, and deploying LAN/WAN solutions.

- Maintain IT record in excel sheet

AAKASH EDUCARE SYSTEM INDIA

Duration : **June 2012 to May 2013**

Designation : **ADMIN CUM IT ASSISTANT**

- Format, Install, upgrade, support and troubleshoot of Windows XP, Windows 7

- Software administration: MS OFFICE (MS Word, Excel, Power point, Access, Outlook)

- Corel Draw, Photoshop, Page maker, Internet, Online& offline software's

- Graphic designing in CorelDraw and Photoshop

- Prepare, compile and sort documents for data entry

- Check source documents for accuracy Update data and delete unnecessary files

- Scan documents into document management systems or databases or email

- Store completed documents in designated locations

- Coordinates with the departmental heads for their requirements
- Maintain and manage files on the system and share folders

SBI (STATE BANK OF INDIA) Experience: -Out sourcing, Freelancer work

Duration   : -   2011 to 2012 **(Software & Hardware support)**

 Customers photo signature scanning, accounts opening and uploading on server

EDUCATIONAL DETAILS:

- **(BCA)**Bachelors in Computer Application with first class - December 2009
- **(HSC)** Intermediate college from Maharashtra with Second class-2006
- **(SSC)**Secondary school from Maharashtra with first class-2004

PROFESSIONAL TRAINING:

- ➢ **MCSE (HARDWARE & NETWORKING) (2010 to 2011)**
- ➢ **Software Technician**
- ➢ **MS-CIT (Maharashtra State Certificate in Information Technology)**
  From Sumitra Infotech Pvt. Ltd Nanded Maharashtra India

TECHNINAL SKILLS

- Understanding Operating Systems like Windows 7,8,10 OS Repairing problems
- Setting Up System using Remote Desktop Connections like Any Desk, Team Viewer, etc
- Installing new and upgraded hardware and software
- Troubleshooting computers and networks issues
- Updating systems
- Documenting systems

PERSONALDETAILS

Name   : Syed Mudassir Ali
Permanent Address   : Azad Colony near Govt. Godown Degloor Dist Nanded Maharashtra India
Date of Birth   : 9ThApril1989
Language Proficiency : English, Hindi, Urdu & Marathi
Marital Status   : Single
Nationality   : Indian
Passport Details   : 22-05-2013 to 21-05-2023

(Syed Mudassir Ali)