

**MR. WASEEM AHMED**  
**B.E (ELECTRONICS & TELECOMMUNICATION)**  
**M.TECH (DIGITAL COMMUNICATION)**

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### **Career Objective**

I have total 2 + years of experience in IT where I would like to provide best possible system administration, implementation, maintenance and support services. Also, I would like to work in an environment with growing technologies where I can utilize my skills in taking up new challenges in the field of System Administration.

### **IT Experience (2 + Years) (From November 2017 to Till Date)**

- Name of Payroll Company : **Magna Infotech (Quess Corp Ltd.)**  
Name of Client Company : **IBM Corp Ltd.**  
Name of Project : **Ashok Leyland Ltd.**  
Designation : **Desktop Support Engineer**  
Duration : **October 2020 to Till Now**

### **Roles and Responsibilities:**

- The primary responsibility is to carry out day-to-day tasks of system Administration and monitoring and updating tickets (issues) through Incident management system.
- Handle user's ticket (P1, P2, P3 and P4) through ticketing tool and resolve them on priority basis.
- Types of Installation and configuration on Windows (Windows 7, Windows 8, Windows 10) and RedHat (Linux, CentOS 7, CentOS 8, Ubuntu).
- Installation and configuration of Windows Server 2012 R2.
- Installation and configuration of Active Directory Domain Services (ADDS).
- Installation and configuration of DHCP, DNS, FTP, VPN and Remote Desktop Services.
- Group Policy Management (Software Deployment, Wallpaper Deployment, Map Network Drive), Disk Quota Management, User's Login Hours, and User's Password Policy.
- Installation and configuration of MS Outlook on Exchange Server, Office 365.
- Providing support through RDP, Windows Remote Assistance and Microsoft Teams.
- Installation and configuration of antivirus to fully protect IT Environment.
- Set up desktops, laptops, printers and networking devices.
- Installation and configuration of hardware and software on both desktop and laptop.
- Troubleshooting and fixing issues of Windows 7 and Windows10
- Troubleshooting and fixing issues of desktop and laptop hardware as well as software, settings related to control panel, device manager and device drivers.
- Installation and configuration of printer as well as printer sharing.
- Troubleshooting and Fixing server issue with expert team if in critical.

- Name of Company : **Bits & Bytes Computers, Nagpur, Maharashtra**  
Designation : **Desktop Support Engineer**  
Duration : **August 2019 to July 2020**  
Total Experience : **1 Year**

**Job Summary:**

- Works closely with vendors and managed services to maintain systems and services and deploy new systems and services on client sites.
- Oversees and updates assigned support service requests, handling daily technical support activities on desktop support & laptop support on client sites.
- Set up desktop, laptops, printers and networking devices on client sites.
- Installation and Configuration of Operating Systems like Windows (Windows 7, Windows 8, Windows 10) and Redhat (Linux, CentOS).
- Installation and configuration of hardware and software on both desktop and laptop.
- Troubleshooting and break-fix of desktop and laptop hardware as well as software.
- Troubleshooting and fixing issues of Windows 7 and Windows 10
- Troubleshooting and fixing issues related to windows settings, control panel, device manager and device drivers on client systems.
- Installation, configuration of antivirus to fully protect IT environment.
- Installation, configuration and troubleshooting of printer as well as printer sharing.
- Providing support through TeamViewer and AnyDesk to remote desktop.

- Name of Company : **VP Sales and Services, Nagpur, Maharashtra**  
Designation : **Desktop & Laptop Service Engineer**  
Duration : **November 2017 to May 2019**  
Total Experience : **1 Year 7 Months**

**Job Summary:**

- Assemble desktop computers, repair and replace desktop & laptop hardware components.
- Installation of hardware and software on both desktop and laptop.
- Installation of operating system windows 7, windows 8 and windows 10.
- Troubleshooting hardware and software issues of desktop and laptop.
- Installation and configuration of antivirus to protect IT environment.
- Providing support to the customer through email and telephone.

**Past Experience (6.7 Years) (From August 2009 to May 2017)**

- Name of College : Anjuman Polytechnic, Sadar, Nagpur, Maharashtra  
Designation : Lecturer (adhoc)  
Subject Taught : Basic Computer Hardware and Networking  
Basic Windows and Linux Fundamentals  
Duration : July 2013 to May 2017  
Total Experience : 3 Years 6 Months

- Name of College : Avdhoot Polytechnic, Kuhi, Nagpur, Maharashtra  
 Designation : Lecturer (adhoc)  
 Duration : July 2011 to April 2013  
 Total Experience : 1 Year 10 Months
- Name of Company : A.R. Communication, Nagpur, Maharashtra  
 Name of Project : BSNL, Alcatel-Lucent, Airtel, Nokia Semeins Network  
 Designation : Trainee Engineer (BTS Installation & Commissioning)  
 Duration : August 2009 to October 2010  
 Total Experience : 1 Year 3 Months

### **Academic Qualifications**

<b>Exam Passed</b>	<b>Board/University</b>	<b>Year of Passing</b>	<b>% of Marks</b>	<b>Division</b>
M. Tech ( Digital Communication)	RGPV, BHOPAL	September 2017	76.30%	1 <sup>st</sup> Div.
B.E. (Electronics & Telecommunication)	RTM NAGPUR UNIVERSITY	June 2009	62.00%	1 <sup>st</sup> Div.
H.S.S.C	MAHARASHTRA STATE BOARD	February 2005	76.83%	1 <sup>st</sup> Div.
S.S.C	MAHARASHTRA STATE BOARD	March 2003	88.66%	1 <sup>st</sup> Div.

### **Personal Details**

**Father's Name** : Khurshid Ahmad  
**Date of Birth** : 15<sup>th</sup> March 1987  
**Gender** : Male  
**Marital Status** : Married  
**Religion** : Islam  
**Nationality** : Indian  
**Languages Known** : English, Marathi, Hindi and Urdu  
**Address** : House of Master Khurshid Ahmad, Takiya Diwan Shah, Kala Jhanda, Momipura, Nagpur, Maharashtra – 440018.

### **Declaration**

I hereby solemnly and sincerely affirm that the above made statements and information furnished by me are true, complete and correct to the best of my knowledge and belief.

Date:

Yours Faithfully,

Place: Nagpur

Waseem Ahmed