**Summary**

Technical Support Specialist with +12 years of experience in minimizing customers downtime through prompt evaluation, troubleshooting, and repair service while keeping up with latest IT trends, techniques, and practices. Skilled in resolving software glitches, fixing system errors, and repairing hardware malfunctions.

**IT Technical support/Document controller /CCTV , 2014-present**

**The Leaders Group of schools**

**Responsibilities:**

* Deliver exemplary technical support to +10 Systems daily while assisting with installation, configuration, and troubleshooting of Windows-operating desktop computers and peripherals
* Perform 15 emergency recovery, maintenance, and repair weekly on short notice, maintaining +95% customer satisfaction rate for over 3 consecutive years
* Forge productive relationships with remote clientele by supplying swift telephone and online support to +30 daily calls, messages, and emails
* Trained 7 junior Technical support agents in diagnostic programs, troubleshooting techniques, and maintenance protocols
* Commercial ip CCTV Security System Installation,setup,and Repair
* Multiple DVR system component rack construction and installation.
* Multiple DVR HIKVISION,TRUE VIEW, CP PLUS and associated hardware (work stations, routers, switches) installation and setup.
* Customer supplied location specification drawings utilization.
* Final system camera and component layout documentation preparation for customer.

**Desktop support engineer , 2010-2012**

Al Hassat ,Riyadh,Saudi Arabia

**Responsibilities:**

* Expertise in managing and administrating User Domain And Accounts
* Expertise in Assembling And Disassembling the Computers
* Expertise in Configuring Router Switches and IP Addressing Scheme-Using Subnets
* Worked On Router/hup/Switch Configuration,network Implementation and trouble shooting
* Cctv data import and export of video

**System Engineer , 2009-2008**

Multimedia glory sdn bhd ,(KARSOF) Malaysia

* Multimedia Glory Sdn Bhd (MGCB) is a total solution provider of advanced biometric technologies, software, hardware, network security, internet and intranet solutions, system integration , web enabled solutions , modelling and simulation ,support, training and consultancy services for Governments and Corporate bodies . It specialises in the area of patented fingerprint matching technology and the Karsof™ family of dedicated scalable authentication applications and products providing positive identification of individuals in a quick, accurate and cost effective manner. Our biometrics and smart card technologies allow for fingerprint and online data verification within seconds, making it the first of its kind in the industry

**IT Sales Representative, 2008-2002**

Best Electronics and Computers , karaikudi

**Responsibilities:**

* Support all pre-sales activities of the company
* Sold enterprise software and hardware to Fortune the local Companies
* Provide detailed information about technical specifications of products marketed by the company
* Demonstrate how the product, be it a software or hardware, works and provide technical advice to customers about installation, usage, and networking
* Address concerns of customers by providing clear instructions and solutionsInform the customers about the specific application of software products
* Communicate and possibly network with existing customers to promote products and upgrades of software products
* Help develop new business through networking and follow-ups
* Conduct marketing and presentation to a wide audience about the company’s products portfolio
* Attend industry events that are aimed at improving the marketability of the company’s products and services
* Help design promotional materials

Hobbies& interests

* Remote Technical Support Solutions
* Information Technology News
* Internet Security

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| --- | --- |
| Professional skills**Software Installation and Maintenance** | Advanced |
| **LAN and WAN Expertise** | Expert |
| **Hardware Troubleshooting and Repair** | Advanced |
| **Technical Support Software (Teamviewer, Bomgar, Zendesk)** | Expert |
| **Operating Systems (Windows 7,8, 10)** | Expert |
| **MS Office (2010, 2013, 2016)** |  |

**Education Qualification:**

Mc it Professional :(2012) Rooman Techlogy ,Coimbatore

* Ccna :(2012) Rooman Techlogy ,Coimbatore
* A+ N+ : (2012) Rooman Techlogy ,Coimbatore
* DiplomaIT : (2001)Tcps India (P) Ltd,Karaikudi
* BA Economics : (1997-2000) Alagappa Arts College,Karaikudi

**Personal Details:**

Father Name : N.K. Sahul Hammed

Date Of Birth : 05/04/1980

Gender : Male (Married)

Number of children : 2

Nationality : Indian

Languages Khown :Tamil,English

Passport No : R 9948708

Permanent address : No12, Vadivel Ambalam Lay Out, New Town, KaraiKudi-630001

 **Signature of Aspirant,**

 **S.Mohamed Esak**