

Sohail Baban Sayyed

52 North Kasaba near Kali Masjid Solapur - 413007

Contact no.: 8928088385

Email ID: sohailsayyed34@gmail.com

Objective

To Be a Successful professional in a Globally Respected Company and to achieve the objectives of the company with Honesty and Fairness and to Continuously Upgrade My Knowledge and Skills.

Education Qualification

- B.E. in Computer Science from Nagesh Karajgi Orchid College of Engineering and Technology with 64.29%
- Diploma in Computer Technology from Government Polytechnic College with 70.06%
- SSC from MSTHS(North Cot) School with 70.73%

Current Working

Organization: AGS Transact Technologies

HR Designation: Desktop Support Engineer.

Experience: 28th June 2018 to 15th March 2019.

Job Profile:

- Working on Incident and service request.
- Installations & Configuration of Windows Xp, Windows 7, 8.1,10
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Networking troubleshooting connectivity support (TCP/IP, DNS, and VPN)
- Managing the switches and routers.
- Installation and Management of Local and Network Printers.
- Solve all problem related to MS office.(MS Outlook and Office)
- New PC's & Laptop's need to be setup according to company guidelines.
- Configuring and updating Antivirus.
- Installation of latest Hardware's up gradation and Accessories.
- Co-ordinations with vendors for support & services. Investigating for any new Software / Hardware product useful for company.
- Installing & Configuring Application Software Tools & Packages. (SAP, Adobe Reader, Adobe Photoshop, Corel, Auto Cad etc...)
- Keep updating for all warranted and unwarranted machine.
- Anti-virus protection for the network of servers and PCs.
- Ensure that all customer queries are responded to in the defined time.
- Handling & Resolving Customers Complaints & Queries.

Organization: Wipro InfoTech Pvt.Ltd (Franchisee: Acute Informatics Pvt. Ltd)

Designation: Desktop Support Engineer.

Experience: 20th March 2019 to 12th October 2019.

Job Profile:

- Handling the software & Networking calls all over India & solve with the help of Remote control.
- Outlook Configuration (Exchange Server). Provide basic Network troubleshooting connectivity support.
- MS Exchange client support /Configuration and Troubleshooting of Mail box.
- Printer Installation (Local & Network printers).
- Update the new procedures and keep a track of all the daily activities.
- Provide First level support through Phone, Mail or by taking Remote Control
- VPN Installation & Configuration.
- Good Knowledge of Symantec Antivirus Update & Installation.
- Managing the Engineer all over India.
- Handling the operating windows XP, Windows 7, windows 8.1, windows 10.
- Good Knowledge of Remote Control (Any Desk, ,Team Viewer, Bomgar)
- Install, configure & administrator a network of windows servers.
- Troubleshoot problems reported by users.
- Make recommendations for future upgrades.
- Service ticket logging and closing.
- Domain configuration.

Technical Expertise

Networking: Switches, Router, WAN, LAN, TCP/IP, Troubleshooting.

Programming: Java and Android.

Database: My-Sql and Database.

Achievements

- Certificate for contributing in networking of various departments in Government Polytechnic Solapur.
- Got best project award by NIIT Solapur in Industrial Training Project.

Extra Curriculum Activity

- Participated in Smart India Hackathon 2018.
- Participated in State Level Hackathon in Mumbai.

Personal Details

Date of Birth: 19.10.1996

Languages Known: English, Hindi and Marathi

Hobbies: Surfing Internet and Playing Cricket.