Mohamed Ameen
System engineer

I am looking for a job opportunity as a System Engineer that gives me
professional growth and
excellence and enables me to contribute my efforts in the success of the
organization.

WORK EXPERIENCE

IT Operations Analyst

Accenture

I am looking for a job as system engineer that gives me professional
growth and excellence and
enables me to contribute my efforts in the success of the organization.

technical support engineer

Convergys for Microsoft -

November 2014 to November 2015

Currently working with Accenture as a Subject Matter Expert for the
Remote Technology Support
team in IT Operations.

EDUCATION

B.E in Electronics & Communication

Visveswaraiah Technological University - Bengaluru, Karnataka

2013

Electronics Project

Al-Ameen PU College

Rajiv Gandhi Institute of Technology

SKILLS

Active Directory (2 years), Microsoft office, Windows,End user computing
(3 years)

CERTIFICATIONS/LICENSES

CCNA

CCNA certified

ADDITIONAL INFORMATION

Skill set:

Networking:

➢ Knowledge of OSI and TCP/IP architecture.
➢ Knowledge of Routing Protocols.

➢ Knowledge of Virtual Private Network and IPv6.

➢ Wireless LAN

➢ Installing, configuration & Troubleshooting of Operating System such as Windows client (XP,
Vista, 7, 8x and 10)

➢ Installing, configuration & Troubleshooting Microsoft Office {2013, 2016, 365 pro plus (Outlook
and Other Office Tools Such as Excel, word, Power Point) }

➢ Configuring and Troubleshooting Microsoft outlook in Blackberry, iPhone & iPad.

➢ Configuring Group Policies in Domain & Work Group Environment.

➢ Create, modify and Manage User Account in AD Server.

➢ Creating Folder groups in File Server and providing Network folder access.

➢ Configuring & Troubleshooting Wireless Network & LAN, WAN Network,

➢ Installing and Configuration of VPN clients.

➢ Workgroup and Domain level security policies.

➢ Migration and Up gradation of Server/Desktops.

➢ Installation and Troubleshooting of Symantec Endpoint Antivirus.

➢ Installation and Troubleshooting of Avecto Defend point client.

➢ Managing & Troubleshooting Printer, Scanner, Fax.

➢ Configuring Managing and Troubleshooting SCCM on End user machines.

➢ Perform 1st Level troubleshooting and/or escalate as appropriate issue to warranty Vendors.

➢ Maintain Inventory of all warranty / AMC assets for the current year.

➢ Maintain an Inventory of parts for emergency repairs.

➢ Coordinate with vendors and with company personnel to facilitate purchases.

➢ Working on Web Tickets Tools.

➢ Handling Escalation and Severity for Incidents.

Operating System:

➢ Windows 7, Windows 8, Windows 8.1 and Windows 10.

Application:

➢ MS Office, Service Now, ITSM, LogMeIn Rescue