MOHAMMED IRSHAD

IT Service Engineer

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🗔 dcode717.github.io/myweb/

○ github.com/DcoDe717

WORK EXPERIENCE

IT Service Engineer
SAMSUNG R&D INSTITUTE INDIA - BANGALORE PRIVATE LTD

11/2022 - Present   *Bengaluru, INDIA*

Achievements/Tasks

- Handles DELL & HP Workstations.
- Manages hardware and software issues.
- Performs various Diagnostics to find the core issues in the system.
- Taking care of BIOS and OS level issues.
- Raising tickets for replacement of defective parts of the systems under warranty.
- Replaces the service parts in the system professionally.

DELL Field Service Engineer
TVS-Electronics BANGALORE

09/2022 - 11/2022   *Bengaluru, INDIA*

Primary Dell Vendor for service engineers.

Achievements/Tasks

- Dell's commercial and consumer series laptops are both serviced.
- Professionally services and diagnoses the systems.
- Reports and logs are recorded and verified timely.
- Also services Dell desktop CPU units.
- DELL (TVSE) Tech ID: 30620609.

System Technician / Asst. Project Manager
Reborn Software Solutions Private Ltd

12/2021 - 07/2022   *Bengaluru, INDIA*

Achievements/Tasks

- Manages, diagnoses, and repairs H/W and S/W issues in desktops and laptops.
- Install and initialize the recommended OS and applications for the systems.
- Keep track of project records and log and verify them.
- Communicates with the tech team, stakeholders, and clients to deliver 98% of projects on time.

EDUCATION

BE Computer Science Engineering
Anna University, Chennai

2015 - 2019   *Erode, TamilNadu*

SOFT SKILLS

Good Communications skills   Creative thinking

Interpersonal skills   Time management skills

Self-motivated

PROGRAMMING LANGUAGES

HTML / CSS / JS

Flutter / Hive-DB

C / C++

JAVA

SERVICE SKILLS

Desktop, workstations, servers, laptops assembling and diagnosing.

Replaces service parts of machines.

ADDITIONAL SKILLS

MS Office- Excel, Word, Power point

Adobe- Photoshop, Illustrator

INTERESTS

Internet surfing

Badminton

Digital Editing

LANGUAGES

English
Native or Bilingual Proficiency

Hindi
Full Professional Proficiency

Tamil
Full Professional Proficiency

Malayalam
Native or Bilingual Proficiency

DECLARATION

I hereby declare that all the above mentioned information is true to the best of my knowledge and belief.