

About Me

3+ year's experience

Feb 03, 1994

Coimbatore, Tamil Nadu, India

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ashikahmed4343@gmail.com

Objective

Highly motivated IT professional with broad range of technical support, customer service experience and a demonstrated ability to provide highest level of support by phone and email. Proven ability to communicate and collaborate with cross-functional teams and explain technical information in easily understandable manner at all levels. Thrive in team environment and work well with others.

Computer Proficiency

Operating Systems

Windows 10

Windows 7

Windows XP

Linux

Software

MS Office 365

Microsoft Azure (Azure Administrator)

Windows server 2012

Dynamics 365 CRM (Sales) Administrator

Engineering Skills

Web Technologies

HTML/CSS

Bootstrap

Web Servers

SharePoint, Azure.

Hardware

Printer, Advanced

Desktop, Expert

Laptop, Expert

Work Experience



Dec 2016 - Current

Junior Support Analyst

McWane India Private Limited

Coimbatore, Tamilnadu

Joined as a GET and proved myself technically and got a permanent role in McWane Inc.



Sep 2015 - Sep 2016

Software Trainee

Fonezela India Private limited

Bangalore, Karnataka

Started my career as software trainee and worked as front-end developer.

Current Org

McWane India Private Limited. India. (Dec 2016 to Today)

Company Where I learned plenty of things in nine hours daily with my Manager supervision. Started to support Desktop hardware related issues and application related issues such as (Outlook, Word, Excel, PowerPoint, Skype, Windows 7, Windows 10). Joined in this company as a Graduate Engineering Trainee admin trainee and promoted as Junior support analyst.

Current project with SME role on O365 application, Microsoft Dynamics 365 (CRM for sales), SharePoint, Windows 10, where supporting global employees' group of 6000+ people. Training for new team members by technical and ITIL process. O365 migration and handling ticket through service-now. First Point of contact for O365 /Active Directory/CRM Administration & Support related issue.

First Org

Fonezela india private Limited (Sep 2015 to Sep 2016)

Company which provided opportunity when I finished my bachelor's degree in computer engineering and Joined them as a software trainee, where I learnt the developing web technologies. Developed fully responsive prototypes based on business requirements using HTML/HTML5, CSS, JavaScript and jQuery. Tested front-end code in multiple browsers to Ensure Cross-browser Compatibility. IVR testing with sound knowledge of QA process and testing methodologies.

Roles & Responsibility

- ✓ More than three years of experience working in a corporate environment.
- ✓ Taking care of Incident, Change Management in McWane Divisions with ITIL Framework.
- ✓ Working on Microsoft Dynamics 365 (CRM for Sales) Administration, Configuration, Troubleshooting.
- ✓ Monitoring tickets and escalating it to the respective teams.
- ✓ Investigating, resolving and closing user reported IT System problems and application issues through scientific troubleshooting methodology.
- ✓ Good Knowledge of Active Directory, Azure, TCP/IP, DNS & DHCP.
- ✓ Responsible for Assets in McWane India around 500 desktops and laptops and other hardware accessories.
- ✓ Able to troubleshoot in critical situation by using previous experience.
- ✓ Team Player & Effective to work at any environment.
- ✓ Ready to learn the technologies quick & serve it effectively to grow self-career, along with the organization.
- ✓ Provides administrative support to technical staff.
- ✓ Supporting Remote User VPN, Bomgar Remote sessions.

ASHIK AHMED.A

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Career Highlights

- ✓ Won cricket tournament in McWane.
- ✓ Participated in EHS event in McWane and secured awards.
- ✓ Configured Microsoft Dynamics 365 CRM for sales to McWane India.
- ✓ Completed Windows 10 and OneDrive Migration Globally.
- ✓ Leading the team on Paperless factory (Eliminating Printers)

Interests

- ✓ Bike Ride / Car Drive
- ✓ Trekking
- ✓ Playing Cricket
- ✓ Listening to music

Personal Summary

Full Name	Ashik Ahmed Abdul Hakeem
Date of Birth	03-Feb-1994
Gender	Male
Nationality	Indian
Permanent Address	14/1,Murugappalayout, Mahalingapuram, Pollachi- 642002.
Languages Known	English(R/W/S) & Tamil(R/W/S)

Declaration

I hereby declare that the information contained here is true and correct to the best of my knowledge and belief.

Yours Faithfully
Ashik Ahmed
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