Abdul Ruknuddin

Tech/IT Executive

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Bengaluru 560036

### **OBJECTIVE**

To obtain a challenging position where my technical expertise, troubleshooting skills, and experience in education and program management can contribute to the growth and success of the organization while providing opportunities for professional development.

### **EDUCATION**

- Post Graduate Diploma in Artificial Intelligence/Machine Learning (PGD AI/ML)
  NIT Warangal 2023
- Bachelor of Computer Applications (BCA)
  Manipal University, Jaipur
  Expected Year of Graduation: 2025
- Associate of Science in Computer Science (ASCS)
  University of the People
  Expected Year of Graduation: 2025
- Diploma in Electronics & Communication Gnana Vikas Polytechnic - 2004

### PROFESSIONAL EXPERIENCE

↓ IT (Information Technology) Executive (Apr 2013 – Present: Bengaluru)

## TIME'S IT SOLUTIONS

- Troubleshooting and Maintenance of IT Remotely.
- Back Office Admin.
- Assist with training in software and hardware systems.
- **♣** Customer Care Executive (Mohali/WFH)

### **TELEPERFORMANCE**

Managed inbound and outbound customer calls effectively.

- Documented interactions accurately using company systems.
- Contributed to training programs for improved customer service.
- ♣ Hardware Engr. Cum Faculty (Jan 2007 Dec 2012)

# **Global Technologies**

- Educated students on IT concepts and managed government contracts.
- Analyzed data for payroll, billing, recruitment, and sales.
- **♣** Site Engr. (Jan 2005 Dec 2007)

Golden Non-Conventional Energy systems ltd.

- Troubleshoot and maintained 12KV open tower turbines.
- Directed site duties and managed payroll.
- Conducted scheduled maintenance and reported on wind turbines.
- Prepared daily and monthly reports.

### **KEY SKILLS**

### **TECHNICAL SKILLS**

- **Programming Languages:** Knowledgeable in Python, Java, C, and C++.
- Database Management: Knowledgeable in DBMS, SQL, and NoSQL databases.
- Operating Systems: Experienced with Windows and Linux operating systems.
- **Networking:** Skills in networking, including firewall management.
- Windows Server: Expertise in managing and configuring Windows Server 2019.
- Cloud Computing: Basic knowledge of AWS, GCP, and azure cloud platforms.

## **PROFESSIONAL SKILLS**

- **Technical Support:** Proficient in providing technical support for hardware, software, network connectivity, printers, and email systems.
- **System Upgrades and Optimization:** Experience in performing system upgrades and regular maintenance to ensure optimal performance.
- **Customer Service:** Strong ability to handle inbound and outbound customer calls, providing prompt and efficient assistance.
- **Technical Training**: Experience in teaching IT concepts, including software and hardware systems.
- **Project Management:** Managed government contracts and site operations, ensuring timely completion and compliance with requirements.

## S Abdul Ruknuddin.

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

Place: Bengaluru, Karnataka/India.

Sunday, July 7, 2024