MOHAMED IDRIS A

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CARRER OBJECTIVES

To enhance my personal and professional skills in a dynamic and stable workplace. I'm looking for a position in a company that needs and value quality Network maintenance and system maintenance and to learn new technology and implement them for the betterment of the business.

PROFESSIONAL PROFILE

ZOHO, Chennai.
Experience: 7 MONTHS (AUGUEST 2018 - PRESENT)
Role: TECHNICAL SUPPORT ENGINEERING

Job Description:

- Providing assistance to the customer for installing and troubleshooting the MDM Software called **Manage Engine Mobile Device Manager.**
- Supporting them to enroll and manage mobile devices in there organization.
- Supporting the mobile platform like iOS, Android and windows.
- Setting up MDM On-premises.
- Create security and device management policies.
- Assist customer via telephone, e-mail with a wide range of questions, problems and requests with their mobile connectivity needs.
- Work closely with engineers to architect, develop and optimize the mobile infrastructure.
- Report on status of development, quality, operations and system performance.

MOBIUS KNOWLEDGE SERVICES, Chennai.

Experience: 1 year and 3 months (2016 – April 2017**)**

Role: Desktop Executive

Job Description:

- Install, upgrade, support and troubleshoot Windows XP, Windows 7 and Microsoft Office 2007 and any other authorized desktop applications.
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment.
- Asset Management for both Hardware and Software Equipment
- Email account administration, i.e., account creation and management and distribution lists on Zimbra.
- User account administration, i.e., account creation and management and password resets on Active Directory
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
- Nagios monitoring and troubleshooting the client and services.

PROFESSIONAL EXPOSURE

- Nagios Installation and troubleshooting in centos 7.
- Subversion (SVN) installation and maintenance.
- DHCP configuration in both Windows and Centos.
- Windows server 2012 installation and configuring primary and secondary Active Directory.
- DNS configuration and troubleshooting in Windows server.
- VMware server installation and configuring virtual machine.
- Creating virtual machine in Windows Azure, AWS Light Sail and Digital Ocean.
- Configuring Apache and Nginx Webserver in Linux.
- Supporting the customer to Managing there Mobile Device using the Manage Engine Mobile Device Manager Software.
- Knowledge in mobile platform like Android Enterprises Program, Apple DEP, Samsung Knox etc..
- Worked closely with the customer for implementing MDMP software in there environment.

ACADEMIC TABLE

S.NO	COURSE	NAME OF INSTITUTE	YEAR OF CLEARING	AGGREGATE
1	B.E/ELECTRONICS & COMMUNICATION ENGINEERING	JAYA INSTITUTE OF TECHNOLOGY (Affiliated to Anna University)	April 2014	6.89%
2	H.S.C	EVE MATRIC. HIGHER SECONDARY SCHOOL	March 2010	70.08%
3	S.S.L.C	EVE MATRIC HIGHER SECONDARY SCHOOL	March 2008	72.2%

TECHNICAL EXPOSURE

- Red Hat Certified Engineer (RHEL 7) S.NO. 170-035-448
- Course done in networking CCNA.

HOBBIES

📖 READING

🎓 LEARNING TECH.

🎵 MUSIC

📷 PHOTOGRAPHY

PERSONAL DETAILS

DATE OF BIRTH - 21-08-1992

NATIONALITY - INDIAN

LANGUAGE - தமிழ், English

PASSPORT - K2810686

DECLARATION

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

PLACE: CHENNAI

MOHAMED IDRIS