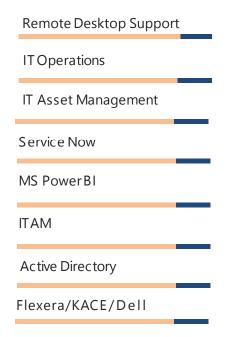# Mohd. Khateeb

"Professional Engineering Aspirant having 7.5+ years of experience working in IT Operations industry. Skilled at IT Operations, IT Asset Management, MDM Intune, Remote desktop support, data analysis, data mining, IT support and reporting. Passionate about using science and technology for betterment of organization."

📞 +918004060100

✉ Khankhateeb7@gmail.com

📍 Lucknow, UP, India

in linkedin.com/in/mohd-khateeb/

PROFESSIONAL SKILLS

Remote Desktop Support

IT Operations

IT Asset Management

Service Now

MS Power BI

ITAM

Active Directory

Flexera/KACE/Dell

EDUCATION ATTAINMENT

L.M Institute Of Technology & Management Lucknow 2010-2014
B. Tech • Computer Science Engineering.

A.I.Inter College, Lucknow
2008
Intermediate: Physics, Chemistry, Mathematics.

M.A.V. Inter College, Lucknow
2006
High School: Physics, Chemistry, Mathematics.

LANGUAGE PROFICIENCY

English

Hindi

Urdu

☐ WORK EXPERIENCE

Remote Desktop Support Engineer / ITAM

HCL Technology Pvt Ltd.

MKS Instruments , USA

02/2021– Till date

Role Performed: Remote Desktop Support , Asset Management , MDM Intune

Remote Desktop Support :
- ❖ Address user tickets regarding hardware, software and networking.
- ❖ Walk customers through installing applications and computer peripherals.
- ❖ Guide users with simple, step-by-step instructions.
- ❖ Conduct remote troubleshooting for Antivirus, MDM, Excel add-on,0365,VPN etc.
- ❖ Follow up with clients to ensure their systems are functional.
- ❖ Help create technical documentation and manuals, KB articles and run books.

Tools used:
· Knowledge of Active Directory,
· ITSM ticketing tools such as Service Now, Remedy, A&O, TIG.
· Remote desktop connectivity applications like LogMeIn, WebEx and Windows Native tools.

Asset Management:
- ❖ Design, implement, and maintain processes and systems for management of data centre IT assets.
- ❖ Oversee the daily and long-term strategic management of software and technology- related hardware within the organization.
- ❖ Track & maintain warranties for all servers and network appliances in CMDB.
- ❖ Provide accurate and timely reporting on a monthly basis of IT inventories.
- ❖ Provide assistance in supporting accurate cost allocation/assignment of IT asset costs.

Tools used:
Flexera, Service Now, MDM Intune, KACE, Power BI, Dell Portal.

Desktop Support Engineer

Collabera Technology Pvt Ltd.

UPPCL Lucknow

06/2019 - 06/2020

Role Performed: Desktop Support & IT Operations
- ❖ Installing , maintaining & troubleshooting hardware, OS and software issues.
- ❖ Troubleshooting networking and connection issues.
- ❖ Advising on software or hardware upgrades.
- ❖ Responding to client support requests.
- ❖ Amend new software and look after its updates and technical support.
- ❖ Co-ordination and issue resolution at project level.
- ❖ Good Understanding of Data Mining & Analysis, Networking and Functional aspect of the process to communicate the requirements clearly to the Vendor agencies and the other stake holders.
- ❖ Prepare engineering reports on the progress of assigned projects by collecting, analyzing, and summarizing data and trends; entering data and generating reports and presentations; performing calculations; Master Data analysis .
- ❖ Analysis of Billing and related data including identification of Project level short- coming and reporting the same regularly.
- ❖ All the activities related to Non-RAPDRP User IDs. And password reset etc.

Tools used:
Remedy, Various Government portals. Excel, PowerPoint.

CERTIFICATIONS

- ❖ ITIL4 Foundation: Skillsoft 2022
- ❖ Event, Incident, Problem Management:Skillsoft 2022
- ❖ The Project Management Udemy 2022.
- ❖ MS Power BI A-Z: Hands-on: Udemy
- ❖ Cloud computing fundamentals: Skillsoft 2022.
- ❖ Project Management: Skillsoft 2022.
- ❖ Agile principles & methodologies Skillsoft 2022 .

HONOR AND AWARDS

- ❖ Employee of the Month in TCS in 2017.
- ❖ Achieved Best IT Manager Award in 2016.

SELF-DESCRIPTION

- ❖ Quick learner & responsive.
- ❖ Self-motivated & cooperative.
- ❖ Innovative & logical thinking.
- ❖ Positive Attitude.
- ❖ Dedicated to task & goal oriented.
- ❖ Can prove my worth under demanding situation.
- ❖ Patience, can work continue even in bad conditions.

PERSONAL PROFILE

FATHER'S NAME : Mr. Mohd Haseeb
DATE OF BIRTH : Apr 24, 1991
SEX : Male
MARITAL STATUS : Unmarried
NATIONALITY : Indian

HOBBIES AND INTEREST

Internet ✓   Traveling ✓

Movies ✓   Music ✓

TATA CONSULTANCY SERVICES   *SMB Project*
Operations Executive
08/2014 - 07/2018
Role Performed: Tech Support & IT Operations / Project Coordinator

- ❖ Provide technical support for a fast-paced operations business team of 150 associates for project execution.
- ❖ Responsible to check the readiness of project with the help of command centre platform prior to the project execution.
- ❖ A ctively monitored and troubleshoot any technical/network related issues for smooth conduction of the project.
- ❖ Project monitoring through sharing the project reports and dashboard timely with the stakeholders.
- ❖ Train and educate the team about the process and work as single point of contact throughout the project execution.
- ❖ Prepared reports for mock conduction, project conduction which contributed in designing & implementing processes & helped in operational optimization.
- ❖ Facilitate Scrum events(sprint planning, grooming, daily scrums etc)
- ❖ Interact with customers to understand business requirements and prepare project documentation, deliverables and share progress with upper management via presentations - Perform tasks central to project progress including monitoring workflow, defining timelines, developing status reports and resource/capacity management based on Service level agreement (SLA).
- ❖ Overall responsible to troubleshoot, configure, updating of Netboot software at zonal level.
- ❖ Maintain project documentation and project reports which can be used for audit purposes and for future reference.
- ❖ Successfully resolved over 50 operational challenges within defined timeline of 10 minutes.

Skills Used: Monitoring tool, Servers & Networking Netboot, Zimbra.

☐ TRAININGS

Final Year Training   : Astralprise Pvt Ltd.
Project Name   : iPAG Origins (iOS Project)
Module   : Insect Tapper (Tapping game)
Duration   : 2 Months (Jan-2014 to Mar-2014)

Summer Training   : Astralprise Pvt Ltd.
Programming Language   : Objective C
Project Name   : iDevices (iOS Project)
Duration   : 6 Weeks

Summer Training   : HAL Lucknow
Duration   : 4 Weeks (June-2012)

☐ EXTRA-CURRICULAR ACTIVITIES

- ❖ Active participation in all Cultural activities and Seminar at college level.
- ❖ Participated in "ANUKRITI-2011 as an coordinator organized by LMITM.
- ❖ Participated in Chess competition in SPORTSMEET-2013 of LMITM.

Declaration:
I hereby declare that all the information given above is true to the best of my knowledge and belief.
Date :
Place :
Reference (if any):

(Mohd. Khateeb)