



NAUFAL K

 Kochi,Kerala682011  9020330665  muhammednaufalazhar@outlook.com

SYSTEM ENGINEER

Hardware Maintenance| Network Management | Software Support

Reliable, energetic and resourceful **SYSTEM ENGINEER** professional with over one year of experience resolving IT resource management. Expertise in client services, relationship-building and communication.

WORK EXPERIENCE

Tata Classedge Limited - *Mumbai,india*

09/2023 – 05/2024

Edge coordinator

Responsible for managing Navy Children School's Smart class in Kochi, Kerala

Providing First Level Technical Support

- Desktop and projector Repair and Maintenance
- Network Management
- Server Management
- Preventive Maintenance
- Quickly and efficiently resolve clients issues as per SLA

Academic Services

- Train Teachers and provide academic related services

Dynacons Systems and Solutions ltd. - *Mumbai,india*

02/2023 - 08/2023

Desktop Support Engineer

- Responsible for managing Life Insurance Corporation of india's AMC in Kottayam Division office and Branches, Satellite Offices.
- Promptly respond to clients enquiries in person or via phone, email.
- Quickly and efficiently resolve clients issues as per SLA.

On The Job Training- *Keltron knowlwdge center eranakulam, kerala*

45 Days

Electronics and Hardware

- CCTV Technology and Optical fiber Technology
- CCNA Routing and Switching

EDUCATION

IIB Education - *Thrissur,kerala*

Under DDU-GKY Project

Electronics and Hardware (NSQF 4) Feb2022 -Jan 2023

- CCNA routing and switching
- Computer Hardware and Peripherals Maintenance
- Windows and Linux server management (windows server 2012 R2/Red hat Linux9)
- CCTV and Optical Fiber Technology

Government Polytechnic College - *Kasaragod, Kerala*

Diploma in Engineering –Computer Engineering, Dec 2020 (back_log)

GVHSS Mulleria –Mulleria,kerala

HSE –Humanities May-2017

PROFESSIONAL SKILLS

- Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
- Remote Desktop Software (any desk, team viewer...)
- Proficient in Microsoft Windows 7/10/11 and Linux ubuntu/redhat/cent os Printer and Scanner Troubleshooting and servicing DMP/Laser (Samsung, hp, canon, tvs, epsone..)
- Inventory Management.
- OS installation and troubleshooting Linux and Windows.
- Desktop Management
- Data backups.
- Application software support.
- LAN Management.
- Crimping and network tracing
- CCTV installation and maintenance.
- Excellent communication skills.
- Outstanding organizational, multitasking, and problem-solving abilities.

LANGUAGE COMPETENCIES

- Malayalam: native language
- English: intermediate (speaking, reading, writing)
- kannada: beginner (speaking)
- Hindi: Beginner(speaking, reading, writing)