

MohammadArif Shaikh

CONTACT

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OBJECTIVE

As an IT Assistant with extensive experience in providing technical support and troubleshooting services, my objective is to utilize my skills and knowledge to contribute to the success of an organization. I am a proactive problem-solver with excellent communication skills and a strong ability to work both independently and in a team environment. My technical expertise, coupled with my commitment to exceptional customer service, makes me an ideal candidate for any IT-related position.

WORK EXPERIENCE

Silver Touch Technologies Ltd.

Dec-18—Present

IT Assistant.

Silver Touch is a leading and globally accepted IT Solution Provider and currently at the forefront of Digital Transformation. Here I am working for Employee's state Insurance corporation (ESIC) on behalf of Silver Touch Technologies Ltd. where I am placed as IT Assistant to provide network device support, application support and troubleshooting of Windows/Linux server and other hardware devices like VoIP, user computer, routers and with Managing inventory of IT equipment and supplies, ensuring timely restocking. Furthermore, Developed and maintained IT documentation and procedures and Escalate complex issues to appropriate teams for resolutions.

Dev Information Technology Pvt Ltd

June-17— Nov-18

IT Support Engineer

Provided technical support to users, troubleshooting software and hardware issues. Developed and implemented New hardware solutions. Conducted regular maintenance on hardware and software systems, ensuring optimal performance and security for all users.

Computer Solution

Feb-17 —June-17

IT Support Engineer

Computer solution was a start-up business where we are providing sales and services for individual and to the private sector. managing companies network and providing full software and hardware support were the main responsibility there.

Motif India InfoTech Pvt Ltd.

Jan-16 —Feb-17

Sales support Executive

Motif is an Outsourcing company where they are providing multiple facility to the clients like customer interaction service, fraud prevention, research and analytic and back office support. I joined motif as a sales/operation executive my responsibility was to Assuring that the work is performed as required qualities with acceptable processes.

EDUCATION

Bachelor of Engineering in Computer

May-12— June-15

Kalol Institute Of Technology and Research.

Board : Gujarat Technological University (G.T.U)

CGPA : 7.34

Diploma In Computer Engineering

Apr-09— Jan-12

VPMP Polytechnic Gandhinagar.

Board : Gujarat Technological University (G.T.U)

CGPA : 7.77

SSC

Apr-08 — Mar-09

St Xaviers High School Kalol (N.g)

Board : Gujarat Secondary Education Board (G.S.E.B)

PER : 70.77

QUALIFICATION

- Bachelor of Engineering in Computer.
- Diploma In Computer Engineering.
- Have completed the CCNA experience program.
- Holding the certificate for ASP.NET training program by ECIL.

COMPUTER PROFICIENCY & SKILLS

- Understanding of Basics of Hardware & Advanced Networking.
- Managing Network Infrastructure, Network Services like DHCP, DNS, terminal etc.
- Installing and Managing Windows and linux based Operating Systems.
- Technical support for computer communication Network and Voice Management Network.
- Perform regular evaluation on all incident trends and prepare all preventive maintenance for computer Infra components and Provide support in system upgrades, installing workstations and other office tools.
- Understanding of Network Protocols and Its configuration, Configuring TCP/IP suite.
- Idea about WAP, Routers, Switches and basic Network interconnection devices.
- Designing, Planning, managing Network Infrastructure, Structured Cabling etc.
- Experience in Various management services like Incident management, Service request management, Problem tickets management, Change Request Management, IT Service Desk management.