

SARFARAZ MOHAMMED  
Contact (M) :(+91) 8807063301  
E-mail: sarfpapp.21@gmail.com  
Address: 18/1, Bow Street.  
Block = E - 11.  
Kolkata - 700012.



## OBJECTIVES

I am seeking a job in an institution where I can use my learning & experience in communication & technology in the field of computer science to foster growth & development of the organization.

## CORE COMPETENCIES

- Creative Lesson Planning
- Curriculum Development
- Innovative Worksheets and Assignments
- Learner Assessment
- Tracking Individual Student Growth Assessment
- Standardized Testing & Scoring
- Classroom Management & Discipline
- Sharing of Best Practices & Industry experience

## DETAILS OF TEACHING EXPERIENCE

- 1) **School:** Peace Academy, Chennai.  
**Teaching Experience:** 14<sup>th</sup> Jan, 2015 till Present.

Working as a **facilitator** of **Information & Communication Technology (ICT) – Computer Science subject (Cambridge Board, UK)** from **Grade 6 to Grade 10**.

### Job Responsibilities

- Planning and delivering lessons effectively using the International Curriculum.
- Using Audio visual educational aids like smart boards, big screen HDTV & computers to nurture interest and understanding.
- Ensuring practical based understanding where ever applicable.
- Setting tasks which challenge students & ensure high level of interest.
- Keeping records of pupil behavior, completing pupil notes and following up of any incidents.
- Fulfilling all reasonable duties and responsibilities and advised by the Institution heads.
- Setting up of clear targets and being vigilant in maintaining class discipline.
- Preparing and presenting informative reports to parents about individual student track records and growth.
- Preparation of Action plans.

- 2) **School:** Islamic International School, Chennai.  
**Teaching Experience:** 1<sup>st</sup> Oct, 2013 – 13<sup>th</sup> Jan, 2015.

Worked as a **facilitator** of **Information & Communication Technology (ICT)** – **Computer Science** subjects (**Cambridge Board, UK**) from **Grade 4 to Grade 10**.

### **Job Responsibilities**

- Planning and delivering lessons effectively using the International Curriculum.
- Keeping records of pupil behavior, completing pupil notes and following up of any incidents.
- Fulfilling all reasonable duties and responsibilities and advised by the Institution heads.
- Setting up of clear targets and being vigilant in maintaining class discipline.
- Analyzing & facilitating students pace of growth by identifying their respective strengths & weaknesses in the subject & topics covered.
- Using Audio visual educational aids like smart boards & computers to nurture interest and understanding.
- Ensuring practical based understanding where ever applicable.
- Setting tasks which challenge students & ensure high level of interest.

**3) Over 10 years of Experiences** as a **Maths tutor/ facilitator for CBSE, ICSE, IGCSE, STATE BOARD WB till Grade 10.**

## **DETAILS OF IT INDUSTRY EXPERIENCE**

**1) Convergys as Technical Support officer for Microsoft process.**

### **Job Responsibilities**

- Provide Support to U.S Client for Microsoft office 2010, 2013.
- Microsoft Office 2010, 2013 Installation support.
- Microsoft Outlook, Excel, Word, One-note 2010, 2013 Support.

**Job Experience:** Feb 25<sup>th</sup>, 2013 to till Aug, 2013.

**2) IBM INDIA PVT LIMITED, as a Deskside Support Engineer.** (Franchisee Support – Payroll of Future Focus InfoTech Pvt Ltd)

**Job Experience:** 18<sup>th</sup> July, 2011 to till 10<sup>th</sup> Dec 2012.

### **Job Responsibilities**

- Providing client support to 3000 users within a remote desktop environment with virtual desktop and management
- Deploying images of customized windows XP and windows 7 with IBM standard softwares.
- Configuring and trouble-shooting various IBM Products like Lotus Notes client, lotus Same-time, lotus symphony, etc.
- Responsible as a Primary SPOC for all Kolkata location for Printers.
- Configuring various VPN software's like Checkpoint, Aventail, WECM, AT&T.
- Checking wireless connection issues, PGP desktop client installation & encryption for Hard-disk.
- Maintaining ITCS-300 security issues in IBM like WST (Workstation Security Tool) and ISAM.
- Solving browsers and Virus-related Issues.

- Daily health checkup & maintenance of info-print 1145,1585 model printers in whole building
- Maintaining data and report for team performance and documenting printer performance for all Kolkata locations.
- Constantly eager to develop skills and knowledge -Undertaken Linux training session conducted by IBM INDIA PVT LT.
- Diligently undertook responsibility for effective knowledge sharing and transfer to junior team members by providing sufficient training and support
- Conducted various IT awareness sessions and trainings for new joiners.

**3) Worked with METLIFE INDIA INSURANCE COMPANY LIMITED, as an IT Consultant.**  
(Franchisee Support - **Payroll** of **CMS Info Systems Pvt. Ltd**)

**Job Experience:** 15<sup>th</sup> July, 2010 to 15<sup>th</sup> July, 2011.

#### **Job Responsibilities**

- Deployment, Installation & maintaining updation of MacAfee Antivirus, Service Packs, and windows updates, etc.
- Backup/recovery of data and full systems.
- Configuration & troubleshooting of Lotus notes client.
- Installing & configuring network equipments like switches & routers.
- Configuring system with dynamic & static IP address in a LAN.
- Joining system to domain to make client member.
- Installing, Configuring and trouble-shooting Docucapture scanner.
- Maintaining & replacing Canon printer's toner.

**4) Worked with FOSTER WHEELER BENGAL PVT LIMITED, as a Desktop Engineer.**  
(Franchisee Support - **Payroll** of **CMS Info Systems Pvt. Ltd**)

**Job Experience:** 4 months.

#### **Job Responsibilities**

- Troubleshooting and fixing up different kinds of Hardware and System problems.
- Installing & troubleshooting Windows based applications
- Installation and troubleshooting of various Microsoft products like MS Outlook, word, excel, PowerPoint.
- Maintaining & replacing Canon printer's toner.

**5) Worked as Hardware Engineer in Galaxy Computech Pvt. Ltd.**

**Job Experience:** 1 year.

#### **Job Responsibilities**

- Assembling, Troubleshooting and fixing up different kinds of Hardware and system issues.
- Installing different O/S, drivers and application software's.

### **TECHNICAL SKILL**

- Managing Microsoft Windows Server 2003/ XP/vista/win 7.
- Installation, Configuration and maintenance of Active Directory, DHCP Server, DNS Server on window 2003 Server platform
- Remote supporting using co-desk application.
- Knowledge in Routers, Switches, Network Security Devices.
- Infrastructure support like Administration, Maintenance and Backups for 2003 Servers.

- Assigning permissions to users/groups on Win 2003 and assigning permissions as required.
- Diagnose and Troubleshoot Hardware, Software, Network, and Printer problems.
- Installation and troubleshooting of client packages like Microsoft Office, MS Outlook, Adobe, etc.
- Projector, audio systems setup in conference hall & connecting them in N/W.
- Preventive Maintenance of computers and handling of networking.
- Desktop Administration and Troubleshooting.
- Anti-Virus updating and maintaining reports.
- Vendor coordination and Escalation.
- Maintaining and Monitoring Hardware asset and Software asset Details.

### **ACADEMIC QUALIFICATION**

- 1) Passed Graduation in B.COM (H) from Calcutta University in the year 2003 with 2<sup>nd</sup> Div.
- 2) Passed H.S.C. from Umesh Chandra College, Kolkata in the year 2000 with 2<sup>nd</sup> Div.
- 3) Passed I.C.S.E (X) from Ling Liang High School, Kolkata in the year 1998 with 1<sup>st</sup> Div.

### **ADDITIONAL QUALIFICATION**

- 1) Certified in NCFM, Capital market (Dealers) module & Derivatives market (Dealers) module, Kolkata.
- 2) Certified in Computer application & multilingual DTP by NCPUL & DOEACC.
- 3) Certified in Hardware Engineering from LALANI Computer Academy, Kolkata.
- 4) Certified in MCSE & CCNA from IIJT Private Limited, Kolkata.

### **PERSONAL PROFILE**

Date of Birth	: 24 <sup>th</sup> March, 1981
Father's Name	: Ghulam Mohammed
Language Known	: English, Hindi, Urdu, Bengali
Nationality	: Indian
Hobbies	: Upgrading & learning new skills in technology, Developing & creating new courses, Social networking, etc.

I hereby declare that all the above-mentioned details are true and correct up to my knowledge and belief.

Date:

Signature:

