Aamir Zuhail Basheer
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Highly Ambitious, self-motivated, optimistic individual with expertise in IT support, teaching, database management, and excellent customer service abilities.

Profile Summary

A seasoned professional with 10+ years of experience in:

~ IT/Network Support   ~ Security Management   ~ Database Support
~ Teaching/Mentoring   ~Customer service/Troubleshooting   ~ Confident decision maker

Certification & Training

- Google IT Support Professional Certificate from Coursera.
- Google Cloud Digital Leader Training Professional Certificate.
- AWS Cloud Quest: Cloud Practitioner.
- Complete Python Mastery.
- Complete SQL Mastery .
- Fire and Safety certification.
- UAE light vehicle -driving license holder.

Technical Knowledge

- **Programming Languages:** Proficient in C and C++.
- **Web Development:** Experience in developing and maintaining websites and online portals, ensuring user-friendly interfaces and seamless functionality.
- **Database Management:** Strong foundation in SQL for database management, including writing and executing queries, data manipulation, table creation, and data analysis.
- **IT Support:** Expertise in hardware and software troubleshooting, diagnosing, and resolving technical issues promptly using diagnostic tools and techniques.
- **Cloud Computing:** Knowledge of cloud computing concepts and experience with Google Cloud Platform (GCP), including virtual machine deployment, storage configuration, and resource management.
- **Networking:** Familiarity with networking fundamentals (TCP/IP, DNS, DHCP, routing), optimizing network performance, troubleshooting connectivity issues, and implementing basic network security measures.
- **Cybersecurity:** Understanding of cybersecurity principles, identification of vulnerabilities, implementation of security measures, and compliance with data privacy regulations.
- **Customer Service:** Excellent customer service skills, effective communication of technical concepts, prioritization of support requests, and ensuring high levels of user satisfaction.

Organizational Experience

Receptionist / Customer Service

Skill Force Security Services, Abu Dhabi

- Sep 2021 – Dec 2023
- Welcomed and assisted clients and visitors at the front desk.
- Addressed and resolved client inquiries and complaints, achieving 90% customer satisfaction.
- Managed appointment schedules and updated booking systems.

- Coordinated with various departments to ensure client needs were met.

Principal

Busthanul Uloom Arabic College, Ernakulam

2014–2021

- Led the successful implementation of a school-wide computerization project, resulting in improved administrative processes, streamlined communication, and enhanced collaboration among faculty, staff, and students.
- Provided technical support to faculty, staff, and students, promptly resolving hardware and software issues.
- Developed and maintained school websites and online portals,
- Assisted in selecting and procuring computer hardware, software, and IT equipment.

Academic Details

- Currently pursuing software development courses in 42 Abu Dhabi.
- Bachelor's degree in Islamic studies
- Hafizul Qur'an
- Diploma in Fire and Safety.
- Diploma in Computer. (Software and Hardware Fundamentals).
- 12th completed from national institute of open schooling in 2012.
- 10th completed from national institute of open schooling in 2010.

Personal Details

Date of Birth: 02/10/1991
Address: 42 Abu Dhabi , 57 Al Mutawakileen street
Passport Details: V2879112

Languages

English | Hindi | Urdu | Arabic | Tamil (Limited)| | Malayalam (Native)

Declaration

I hereby declare that the above information is true and correct to the best of my knowledge.

Aamir Zuhail Basheer