**M.SEENI RAJA MOHAMED**

1/575-15, Bhagawath Singh Road

Bharathinagar, Ramanathapuram

Contact No: +91-9940837202 Email: [seenirajamohamed@outlook.com](mailto:seenirajamohamed@outlook.com)

* **Profile Summary**

Highly skilled professional with nine years of experience in providing comprehensive technical support to end-users. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Flexible to work in challenging environment as a genuine team member with own Initiative.

* **Functional Skill Areas and Key Strengths**
* Windows Server Installation.
* Active Directory Administration.
* Windows OS | MS Office | Lotus Notes - IT Network component.
* Customer service oriented – Good communication skills used to support various technical issues and desktop operation queries.
* Efficient problem solving and multi-tasking abilities.
* **Professional Experience**

**Consolidated Gulf Company – Doha, Qatar Mar2016- Jul2017**

**Desktop Engineer (Client QVC)**

* Responding to requests for technical assistance in person via phone, Email and remotely.
* Creating tickets in Service desk plus ticketing system and followed up on tickets to provide resolutions for end users.
* Achieved 85% high first call resolution and 90% customer satisfaction rate.
* Installing, upgrading and troubleshooting Hardware, Windows OS, authorized desktop applications and peripheral equipment.
* Installing Backup System Images using Acronis Software.
* Optimize and standardize the handling of the antivirus system.
* Configuring and troubleshooting mail Clients such as Lotus Notes.
* Installing & supporting of software like Microsoft Office, Open Office etc.,
* Troubleshooting Network related issues.
* Attending calls of CEO's, VIP and Managers.
* Installing, configure and troubleshooting Printer, Avaya phone, Projector, etc.,
* Created Analyst performance reports and delivered them to senior management.

**Global Computers – Ramanathapuram July2014- Feb2016**

**System Administrator**

* Installing, upgrading and troubleshooting hardware and software applications.
* Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
* Mail Clients configuration backup & troubleshooting - MS Outlook.
* Installing and configuring Windows Server, Domain Controller and DNS.
* Kept in constant touch with vendors to resolve problems as quickly & efficiently as possible.

**Annai Fathima College of Arts and Science – Madurai Jun2013 – Jun2014**

**System Administrator**

* Providing desk-side support for laptop and desktop computers.
* Performed general preventative maintenance tasks on computers, laptops, printers and any other authorized equipment.
* Deploy new workstations and printers and installed Windows OS, applications and configuring network.
* Return defective equipment to maintenance inventory, document customer repairs and restock parts inventory to maintain spare parts levels.

**CMC Limited – Chennai Feb2011 – Apr2012**

**Desktop Engineer**

* Handling daily technical support activities on Desktop support, Network and Server installation.
* Responsible for providing 1st level / 2nd level support to end-users in troubleshooting and resolving PC/Server problems.
* Configuring Microsoft outlook for user and troubleshooting Mail Problem.
* Provide training end users on usage of computers hardware and software
* Maintain inventory of installed software, manage software licensing and create policies and procedures for upgrades.

**Wipro Info Tech – Chennai Dec2008 – Dec2010**

**Desktop Engineer**

* Installing, upgrade and troubleshooting hardware and software applications.
* Escalating relevant customer issues to the technical specialists and ensuring speedy resolution of the issues.
* Develop and manage effective professional working relationships with contractor personnel, co-workers and clients.
* Troubleshooting network connectivity in a LAN/WAN environment
* Preparation of Daily, Monthly and Timely Compliance report as per requirement.

**Pioneer Hospital (P) Ltd – Ramanathapuram Mar2003 – Oct2007**

**Accounts Assistant**

* Accounts Maintenance.
* Installed and troubleshoot all desktop and laptops.
* Installed and configured software.
* Hardware & Software inventory control.
* **Educational Qualifications**
* **Diploma in Computer Technology,** 2000-2002, Aggregate 80% First Class with Honors Mohamed Sathak Polytechnic, Kilakarai.

# **Higher Secondary Certification (H.S.C),** Apr2000, Percentage 60% Syed Ammal Higher Secondary School, Ramanathapuram.

* **Personal Details**

Nationality : Indian

Date of Birth : 10th July 1982

Marital Status : Married

Language Known : English/Tamil

Passport No : M5814842

Skype ID : seenirajamd

**SEENI RAJA MOHAMED**