Mohamed Arsath A

Objective:

Junior software engineer with a demonstrated history of working in Information Technology and services industry. Skilled in technical support, Python, SQL and web development, seeking an opportunity to use my skills in a fast-growing IT industry.

Roles And Responsibilities:

NOC Analyst

Tata Consultancy Services | May2021 - Aug2022

- ✔ 24x7 Monitoring, surveillance, analysing and incident management of IT servers, networks, websites and client machines
- ✔ Create report on up time, bandwidth usage, server utilization and other key metrics
- ✔ Provided base level IT support to non-technical personnel within the business
- ✔ Collaborated with network engineers, field technicians, equipment vendors and telecom carriers to effectively troubleshoot and resolves issues
- ✔ Drive accountability and faster incident resolutions.
- ✔ Participate and analyse RCA investigations as required
- ✔ Escalate issues in a timely manner as appropriate
- ✔ Document and report all service tickets and work orders using BMC Remedy
- ✔ Also acted as L1 application support for Manage Engine(Application Manager) for a period of 9 months.

L1 Desktop Support Engineer

Tata Consultancy Services | Mar2020 - Apr2021

- ✔ Support user's OS remotely using DameWare and RemoteDesktopConnection
- ✔ Install, upgrade and troubleshoot on Windows OS
- ✔ Support for patch compliance
- ✔ Manage user's account using AD Manager
- ✔ Provided resolution within time and as per SLA
- ✔ Install, configure and troubleshoot ms outlook and ms teams application
- ✔ Antivirus software configuration testing was done
- ✔ Perform other duties as assigned by supervisor

Academics Qualifications:

Post Graduate	Mohamed Sathak arts and science college, Chennai	Madras University	MCA	2020 - 2022	83.00%
Under Graduate	Sadakathullah Appa College,Tirunelveli	Manonmaniam Sundaranar University, Tirunelveli	BCA	2016-2019	64.00%
H.S.C	Rani matric Hr.Sec. School, Eruvadi.	State Board	-	2016	65.75%
S.S.L.C	Rani matric Hr.Sec.School, Eruvadi	State Board	-	2014	77.80%

Technical skills :

Computer Language	:	C++, Python & SQL
Web Technologies	:	HTML & CSS
Web Framework	:	Django & Flask
ORM	:	Psycopg2 & Sqlite3
AWS technologies	:	IAM, EC2, ELB, ASG & S3
Operating system	:	Windows & Linux(Debian-based-systems)
Tools Used	:	Atom, Pycharm, Git, Pgadmin, CQ, BMC Remedy, Dameware, Winscp, AD manager, Application Manager, Operation Manager & SAP ERP(MM)

Personal Details

Date of Birth	:	01.03.1999
Gender	:	Male
Marital status	:	Single
Languages Known	:	English & Tamil
Nationality	:	Indian
Passport	:	U7006562

Contact Details

Mobile	:	+91 7871744465
Mail to	:	arsath@duck.com

Declaration

I hereby insist that the above details are true to the best of my knowledge

Signature :
Mohamed Arsath A