

KAMRAAN MANSOOR



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Career planning:

To obtain a challenging position wherein my skills and ideas will be focused to the best interest of the organization, enabling its dynamic growth and progress as well as in turn hone my skills.

Professional Goals : Continue to grow in knowledge, interact and share with team members and develop world-class solutions.

Education:

- ✓ Bachelor of Technology in **Electronics and Communication** Engineering from Jawahar Lal Nehru Technical University, Hyderabad, India. (Year of Passing – 2011) (Achieved Aggregate score of overall 65%)
- ✓ Intermediate from Board of Intermediate Education, Hyderabad, India (Year of Passing – 2007) (Achieved Aggregate score of overall 86%)
- ✓ SSC from Board of Secondary Education (Year of Passing – 2005) (Achieved Aggregate score of overall 81%)

Additional Certifications:

- ✓ Cisco Certified Network Analyst {**CCNA**} (2015)
- ✓ Microsoft Certified Solutions expert { **MCSE** } (2015)
- ✓ Certified Automation Engineering {**PLC,SCADA & DS**} (2011)

Professional Experience:

1. Worked at **GENPACT India (Hyderabad)** as an **IT Desktop & Network Support Engineer** from **November 2012 to May 2015**

About **GENPACT**: It's one of the renowned company across the globe with an estimated employees of about 67,000 and with a revenue of approx. US \$ 491 million. One of the verticals under Genpact deals in IT and Telecommunication services and I was privileged to work for Genpact.

Key Roles and Responsibilities at Genpact:

- Administrator for Active Directory and applications related to it.
- Internet & LAN configuration, troubleshooting.
- Learnt Incident Management.
- Troubleshooting Avaya phone issues & Handled Avaya Voice mailbox.
- MS Outlook troubleshooting.
- Learnt Network troubleshooting via Solar Winds.
- Administrator for SAP modules and its basic troubleshooting.
- Managed shared folder and devices through permission
- Mail Clients configuration backup & Troubleshooting (MS Outlook, Outlook Express)
- Data Backup of all users.
- Local and Network Printer configuration, troubleshooting.
- Software troubleshooting update and patch installation (HFM, Iron Mountain)
- Managed Antivirus (McAfee)
- Basic troubleshooting for VPN with Juniper components.

Networking support skills:

- Knowledge on CCNA
- Basic networking, peer to peer, Map drive, Data sharing
- TCP/IP Configuration, Smooth running internet, Maintenance
- Networking in Domain environment, & troubleshooting
- Hardware Installation, Maintenance & trouble shooting
- Cabling, patching, and LAN troubleshooting

Technical support skills:

- OS installation: - Win XP, Win Server 2003, 2008, Win Vista, Windows 7 & Windows 8.
- Assembling, hardware up gradation troubleshooting,
- Windows maintenance, dual booting, upgrade & update the windows
- MS outlook configuration, Outlook backup & restore and troubleshooting, Disk Management, partitions
- Printer installation and troubleshooting
- Antivirus update & virus protection
- Scanner configuration & troubleshooting.
- Troubleshooting of hardware and O/S
- Basic Networking, Map drive, Data sharing
- TCP/IP Configuration, Internet Maintenance
- Data Cards configure and troubleshooting
- Remote desktop and Remote assistance
- Wireless Networking, Networking in Domain environment
- Basic Firewall configuration.
- Team viewer configuration.
- SQL Server Installation and Its backup and Restore.

- User Profiles Backup and Restore.
- Sharing folder, sharing device & Printer.

2. Worked at **Power One UPS system India (Hyderabad)** as an Assistant IT engineer from **October 2011 to October 2012**

Key Roles and Responsibilities at Power One

- ✓ To handle day to day troubleshooting of IT issues.
- ✓ Desktop installation
- ✓ Internal LAN /Network installations

Achievements:

- ❖ Received Best Employee of the month award 4 times for excellent performance in GENPACT.
- ❖ Stood first in the 'Technical Quiz' in B.Tech.

Strengths:

Quick learner with strong desire to learn new knowledge.
Highly reliable and well organized.
The ability to remain positive and calm under pressure.

Project Work (B. Tech):

- ❖ Designed a GSM based digital notice board with display on LCD which makes use of GSM Modem and LCD that can display large amount of data with colorful pictures. This can be use as board for teaching which can be called as E-teaching (Electronics teaching)
- ❖ Designed a MEMS accelerometer based head gesture controlled fire fighting robot with device control. Its main aim is to develop a most secure access control system to operate a robot. This project can be extended by introducing ZigBee versions for longer distances and a video camera for extinguishing fire in non vicinity areas.

Personal Profile:

Date of Birth : 18-12-1989
Languages known : English, Hindi & Urdu.
Marital status : Married

In view of all the above given facts, I request you to give me an opportunity to work with your esteemed organization and services to my best of the ability.

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