**RESUME**

**Shaik Mohammed Majaz**

**Email Id**: mdmajaz31@gmail.com

**Mobile no**:7032595785.

## **CAREER OBJECTIVE**

To secure a dynamic position in the field of IT where my technical and analytical skills will be utilized to the utmost level and provides enough scope to explore my knowledge to serve the organization to the best of my ability and skills.

## **EDUCTIONAL QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DEGREE | SCHOOL/COLLEGE | BOARD/UNIVERSITY | YEAR OF PASSING | AGGREGATE(%) |
| B.Sc  (Electronics) | Andhra Loyola college Vijayawada | KRISHNA University | 2010-2013 | 72% |
| Intermediate  (MPC) | Narayana junior college  Vijayawada | Board of intermediate  Education ,AP | 2010 | 77% |
| S.S.C | St.Josephs English medium high school  Vijayawada | Board of secondary  Education ,AP | 2008 | 83% |

## **PROJECT WORK**

* Done a ALERT programme on AIDS awareness.
* Done a mini project on wireless communication at railway station.
* Done a project on auto mute for audio devices using cell phone.
* During my B.sc visited SHAR & Nippo Cells Manufacturing as a Industrial Tour.

# Technical Skills

* System Assembling & Deassembling.
* System/Application software’s Installation & Configuration.
* Hardware Troubleshooting of Desktop & Laptop.
* Working experience on desktops,laptops & Servers.
* Replace faulty hardware as per requirement.
* Providing recommendations and evaluations for new hardwares and softwares.
* Repairing and upgrading different types of computers (software and hardware)
* Updating BIOS setup,Boot options and Troubleshooting.
* Providing software support and relevant Drivers for installing windows system applications
* Providing installation support for Printer,scanner and peripherals.
* Installtion and support of common applications such as anti-virus software,Ms-Office work tools etc.
* Ability to demonstrated,determine and recommend products or services suitable to the user requirements.
* Installtion and configuration of computers and other IT equipment.
* Configure operating systems settings as required.
* Always being available to assist/help when there is requirement.
* Documented success of maintaining problem status and resolution information in ticketing database.
* Keep track of IT supplies and equipment e.g. cables,adapters,PC alloctments.
* Answering technical queries and dealing with domain users (both local and remote).
* Able to train employees,identify,analyze and repair product failures
* Recommend hardware specifications for branch offices such as RAM,Disk Space,CPU and Video Card capacity.

## **Employment History**

Employee : Shaik Mohammed Majaz

Job Title : IT-Analyst

Company : STI Infotech Pvt Ltd.

Role : Customer Support Engineer

Client : Robert Bosch,HP,Symphony Teleca

Duration : January 2015 to September 2015

Team Strength : 25

## **ROLES AND RESPONSIBILITIES**

* Worked as resedential engineer in Robert Bosch on IT-Support.
* Maintaining clear reports about service status.
* Performed preventive maintenance (PM) in client Locations.
* Having knowledge on Bosch SMT (Service Management Toolsuite) ticketing tool.
* Providing PMI peacy packages to Bosch client Users.
* Taking Remote connections joining through WebEx for meetings.
* Giving call status updates at the end of the day.
* Working with customer care for solutions and assigning problem on high priority basis.

## **Employment History**

Employee : Shaik Mohammed Majaz

Job Title : IT-Analyst

Company : HP Maha Electronics private Ltd., Bangalore, India

Role : Customer Support Engineer.

Client : Hewlett-Packard Pvt Ltd India, Bangalore.

Duration : October 2013 to December 2014.

Team Strength : 40

## **ROLES AND RESPONSIBILITIES**

* Visiting the customer site and providing the service.
* Finding the root cause of the problem and troubleshooting the same.
* Finding the hardware failures,requesting the spare and replacing the same when required.
* Following 6C process and BFT parameter’s predefined by HP to deliver best in class service.
* Delighting customers and educating them to handle their computer’s Safely and effectively.
* Focusing on timely closure of the complaints raised by the customer by providing services on time.
* Updating the status of the case id to IT coordinator at the end of the day to ensure the closure of the same in the system.
* Maintaining and Updating Asset Tag Details of PCs .
* Worked as residential Engineer in Infosys and United Brewerries Company.
* Installation and configuration of systems in Banks,IT Companies and maintaining reports.
* Approaching clients/users by calling and emailing.
* Taking Team leadership responsibility.
* Providing technical Training and knowledge transfer to freshers.
* Working with customer care for solutions and assigning problem on high priority basis.

## **COURSES**

* Possess a CHE certificate Course provided by MIIT.
* Possess a MCSE windows server 2012 certificate course provided by Zoom Technologies.
* Possess a VmwareVsphere certificate course provided by Zoom Technologies.

## **PERSONAL DETAILS**

Name : Shaik.Mohammed Majaz

Father Name : S/O Shaik.Subhani

Mother name : Shaik Ramzan Bi

Home Town : Piduguralla , Guntur District

Andhra Pradesh State.

Gender : Male

Date of Birth : 18-08-1993

Marital Status : Single

Nationality : Indian

Religion : Muslim

Current Address : Shaik Mohammed Majaz

Flat No: EE2-106 , 1st Floor

Aarambh Township (APRSCL)

Papireddy colony , Chandanagar

Hyderabad-500019.

India.

Permanent Address : Shaik Mohammed Majaz

S/O Shaik Subhani

DR.NO: 4-3/3,SF-1,Murali Nagar Sri Venkata Ramana Residency

Kanuru,Vijayawada (Rural)

Andhra Pradesh – 520007.

India.

Languages Known : English,Hindi,Telugu and Urdu.

Email id : mdmajaz31@gmail.com

Contact no : 7032595785,8553560988.

**Personal Strength:**

* Good communication skills,leadership abilities,creating work culture in peer groups and coming up with innovative ideas.
* Hard working and good in public relations skills.
* Performing the work in time and grasping the knowledge from sources.
* Open to learning,looking forward to learn new technologies,flexible to work as a team,moving comfortably with co-workers.

## **DECLARATION**

I hereby declare that all the above information furnished by me is true to the best of my knowledge and given an opportunity, I shall definitely prove my worth.

**Place**: Hyderabad Yours Sincerely

**Date:**  (Shaik.Mohammed Majaz)