Mohammed Ashik

Technical Support Engineer

Transferable Iqama

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PROFILE

Seeking for a Challenging Position as a Technical Support Engineer, Where I can use my skills in Networking and help grow the company to achieve its goal.

PROFESSIONAL EXPERIENCE

Technical Support Engineer   **2023 Mar – 2024 Jul**
Chennai, India

- Managed Firewall, network monitoring and server monitoring both on – and off-site
- Backed up company data on regular basis, which proved effective in successfully recovering critical information after a malware attack
- Linked Computers to the network and to peripheral equipment, including printers and scanners
- Used diagnostic tools to identify hardware failures and replace components that were not functioning
- Experienced in supporting routers, switches, wireless access points and network servers
- Reviewed network settings and made immediate updates, which improved overall security measures
- Planned and implemented upgrades to system hardware and software.
- Complete reports detailing performance, costs and downtime issues.
- Have experience to control/troubleshooting the computer remotely both wired and wireless
- Installed Operating System for 400+ Systems
- Connected 600+ client system with servers, monitored them and resolved the issue when it raised certain issues
- Installing, Configuring and Administrating Windows Active Directory, DHCP Server
- Troubleshooting Hardware and Software Problems
- Implementing Group Policy, Managing and Monitoring Dynamic Host Configuration Protocol (DHCP) through 600+ of computers in government exam center
- Create user accounts and groups in Active Directory (AD) and transferred the files from one system to another using IP addresses in a network

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EDUCATION

Higher Secondary Education, *Apsa Matric higher secondary school*   *2017 – 2019*
Thirupathur, India

Bachelor of Science in Information Technology, *Madurai Kamaraj University*   *2019 – 2022*
Natham, Tamil Nadu, India

Technical Education, *Systech Hardware and Networking Academy*

SKILLS

Operating System
Windows, Windows Server 2012 R2 and 2016

Routing Protocols
Static, Dynamic, EIRGP, OSPF, RIP V1, RIP V2

Switching
VLAN, STP, VTP, Trunk

Others
DNS, DHCP, IPv6, IPv4

Managing and Maintaining the Servers
PC's, Routers and Switches. Able to work on Servers such as ML10, ML10V2, T30, ST50, T20.

Quick computer assembling and maintenance
Installing, Configuring and administrating of peripherals, components and drivers

Good user of application like accoupsvpn and net extender

LANGUAGES

- **English**
- **Hindi**

- **Tamil**
- **Urdu**

COURSE CERTIFICATES

Coursework Completed, Awaiting Examination:

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE)
- AWS

PROJECTS

Successfully conducted a nationwide government exam for 1,000+ student across India by setting up and managing a DHCP server. Ensured seamless network connectivity and monitored all connected systems, quickly resolving issues to maintain a smooth examination process