

Arbaaz Shaikh

Application & IT support engineer

SUMMARY

Application & IT support engineer with over 4+ years of experience in providing excellent customer support to users, Installation, Troubleshooting problems and Monitoring. Seeking to take next career step with respected organization and love learning new things or tools.

WORK EXPERIENCE

RSM GC Advisory Services Pvt.Ltd. (July '17- Present), Energy Analyst, Graphic Designer

Key Deliverables:

- Graphics design (Sustainability report design)
- Developed 100+ graphic design projects (brochures, catalogs, posters)
- Responsible for REC Trading, Registration and Accreditation
- Business Development in Energy and Renewable Energy Consulting
- Third party inspection service (TPI)
- Technical problem solving
- Responsible for office administrative support

Viztar International (June '16 - March '17), Application & IT support Engineer

Key Deliverables:

- Handling technical issues & solving the queries of customers
- Desktop support (installaion of softwares)
- Participating in meetings between clients and Managers with corporate presentation
- Data backup, provides regular updates & communication to manager

Comtel infosystem Pvt.Ltd (June'15 - June'16) Application & IT support Engineer

Key Deliverables:

- Providing Back desk IT support to the traders of share market
- Resolving complex and simple problems in data connectivity issues
- Data backup, provides regular updates & communication to manager
- Desktop support (installation of softwares)
- Worked on application & exchange server
- Rhel installation 6.5 to 6.9(lbm, dell, HP, Cisco,huawei etc)

EDUCATION

2015 - B.E in Electronics & Telecommunication engineering

2011 - Diploma in Elctronics engineering

2007 - SSC

ACADEMIC PROJECTS

B.E. Project - Bus navigation at bus stop using RF technology

Diploma Project - Spinning LED Display

PERSONAL PROFILE



13th April 1991



English, Hindi and Marathi



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KEY SKILLS

- Microsoft Office
- Adobe indesign, Adobe Photoshop
- Data base Management
- Troubleshooting and Repair
- Installation of Software
- Excellent customer servicing skills
- Proven leadership qualities
- Excellent business communication skills
- Sales & Negotiation
- Problem solving, team work & initiative

PORTFOLIO

- Sustainability Report design
- Infographic design
- Brochure design
- Catalog design
- Logo design
- Presentation