**Mohammad.Ibran**

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### A Skill Set IT Professional with 3 Year of Experience in IT / Customer Care Service and Support Industry

### Process Operations ~ Client Servicing ~ Team Management

* **Objective:** Seeking a challenging assignment as **Desktop Engineer** with a reputed and progressive organization.
* **Soft skills:** Work Focus ~ Integrity ~ Teamwork ~ Passion for Excellence ~ Accountability ~ Respect

**Key Competencies:**

* Ability to perform under a high pressure work environment.
* Self motivated and Goal achievement.
* Comfortable to work in different shifts and **24/7 environment.**
* Responsible for Technical Support, including identifying and resolving Daily basic technical issues occurring in **Laptop, Desktop, Printer ,Windows & LAN and Wi-Fi** Network .
* Good hands on experience **Backup & Restore of Mails, Profiles & Address Books** in Mailing Client **Ms Outlook .**
* Work with various OS like **Windows XP, Windows 7 & Windows 8.1**
* Support Software, Application related issue of In house & Outstation User via Remote Tool **Team Viewer, VNC, Remote Desktop, Ammy Admin.**

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course/Class** | **University/Board** | **Year Passed** | **%or Grade** |
| MCA | UPTU Lucknow | 2012 | 65 % |
| BCA | MJP Rohilkhand University | 2008 | 55 % |
| 12th | UP Board | 2005 | 58 % |
| 10th | UP Board | 2003 | 55 % |

**Career Summary**

**Company**: Renovision Automation Services Pvt. Ltd. (Wipro Partner).

**Client Site:** Celebi Cargo (IGI Airport) , Nestle Gurgaon.

**Designation:** DL2

**Duration:** 15th July 2015 till now.

**Profile**: Desktop Engineer**.**

**Company:** CMA CGM.

**Duration:** 17th February 2013 to 30 June 2015.

**Job Profile**

**Key Responsibilities:**

* Maintenance the availability of company computer systems including **Desktop, Laptops, Local**

**and Printers.**

* Installation, Customization and Administration of **Windows XP & Windows 7 Ultimate.**
  + Solve internet related problem Configuration Basic TCP/IP Setting.
  + User account creation, User account deletion and modifying Users assigning permissions.
  + Resolve windows, application & system setting related issue of In-house and Outside Users through **Team Viewer, VNC, & Remote Desktop** .
  + Installation and Configuration of Outlook / Microsoft Outlook Express, Backup/Restore Working experience.
  + Issue, Shared Printer and Network related issues.

**Technical Skill:**

* Knowledge of Desktop / Network Hardware Components Installation, Up gradation and Troubleshooting.
* Knowledge of Active Directory, Disk Quota, Folder Redirection, Group Policies.
* Installation and Configurations of AD, DNS, DHCP.
* Work on Experience of Windows XP & Windows 7/ 8 Installation, Customization and Troubleshooting in Different Vendors Product (Desktop / Laptop).
* Installation & configuration of LAN Network in Windows Environment (Win XP, VISTA and Win7 Etc.)
* Installation of various software, Application and Utilities.
* Managing the installation and configuration part of all standard software as per the Company policy.

**Professional Training:**

Six months training on Core Java and Android from Ducat-Noida.

**JAVA-** Oops Concept- Inheritance, Polymorphism, Encapsulation, Abstraction, Multithreading, Interface.

**MOBILE:** Life cycle of Activity, Broadcast Receiver, Content provider, Fragmentation, SQLite Database, Service, Intent.

**Personal Details:**

Fathers Name : Mehboob Alam

Date of Birth : 06-07-1986  
 Marital status : Unmarried

Hobbies & interest : Playing cricket, praying to god

Languages Known : English, Hindi

**Declaration:**

I hereby declare that all information stated above is true to my belief & knowledge.

Date…………

Place………… (Mohd Ibran)