

ARFATH PASHA A

10th Cross Road E Block,
Kanakanagar, Hebbal,
Bengaluru 560045
E-mail: arfathpasha15@gmail.com
Phone: +91 9844215841

OBJECTIVE

To enrich myself in the field of Information Technology (IT) in the most effective way for the benefit of an organization with innovation and team work, wants to reach a respectable and responsible position in a reputed company through smart work and perseverance in the field of Information Technology.

EDUCATION & QUALIFICATIONS

Nagarjuna College Of Management Studies, Chickballapura - BCA

NOV 2022 – CGPA 7.12

Sree Vijaya P U College, Chintamani - PUC

APRIL 2019 – 60.6%

Sree Vijaya high school, Chintamani - SSLC

MAY 2017 – 80.80%

SKILLS

- Windows System OS Installation
- Active Directory
- Backup and Recovery
- Ticketing Tool (Service Now and Symphony)
- Monitoring Tool (Whatsapp Gold)
- Hardware and Software Installation
- MS Outlook
- Remote Desktop and Remote Assistant
- IT Asset Management
- MS Office

PROJECT

Online DJ Management System Web Based Technology always helps mankind life easier. This project is done to maintain the records of DJ between agents and buyers.

JOB RESPONSIBILITIES

- Installation of Microsoft windows (win10, win11) Operating system.
- Authorized Desktop applications installation and troubleshooting.
- Customize Desktop hardware and software to meet user specification and site standards.
- Conducting meetings with clients and working with them.
- MS Outlook configuration for users in Desktops and Laptops.
- Communicating with different locations Tech teams and work along with them.
- Create user accounts and groups in Active Directory.
- Compliance maintenance with 100% on daily basis like MS Patches, EDR and Tanium.
- Working with different service provider for PRI installation and troubleshooting.
- Handling Disaster recovery (DR Drill) activity and Wi-Fi scanning activity on quarterly basis.
- IT Asset Management.
- Monitoring and Maintenance of Data centre.

EXPERIENCE SUMMARY

- Desktop Support Engineer
Teleperformance Global Service Pvt Ltd.
September 2023 – October 2025

LANGUAGES KNOWN

- English
- Kannada
- Hindi

PERSONAL DETAILS

DOB: 15 - 11 - 2000

Father Name : Abdul Khuddus

Mother Name : Gulfam

Gender : Male

Nationality : Indian

DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge and beliefs.