
ARFATH PASHA A

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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.