M.SEENI RAJA MOHAMED

1/575-15, Bhagawath Singh Road
Bharathinagar, Ramanathapuram
Contact No: +91-9940837202
Email:
seenirajamohamed@outlook.com

➤ Profile Summary

Highly skilled professional with nine years of experience in providing comprehensive technical support to end-users. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Flexible to work in challenging environment as a genuine team member with own Initiative.

➤ Functional Skill Areas and Key Strengths

- ❖ Windows Server Installation.
- ❖ Active Directory Administration.
- ❖ Windows OS | MS Office | Lotus Notes - IT Network component.
- ❖ Customer service oriented – Good communication skills used to support various technical issues and desktop operation queries.
- ❖ Efficient problem solving and multi-tasking abilities.

➤ Professional Experience

Consolidated Gulf Company – Doha, Qatar   **Mar2016-Jul2017**

Desktop Engineer (Client QVC)

- ❖ Responding to requests for technical assistance in person via phone, Email and remotely.
- ❖ Creating tickets in Service desk plus ticketing system and followed up on tickets to provide resolutions for end users.
- ❖ Achieved 85% high first call resolution and 90% customer satisfaction rate.
- ❖ Installing, upgrading and troubleshooting Hardware, Windows OS, authorized desktop applications and peripheral equipment.
- ❖ Installing Backup System Images using Acronis Software.
- ❖ Optimize and standardize the handling of the antivirus system.
- ❖ Configuring and troubleshooting mail Clients such as Lotus Notes.
- ❖ Installing & supporting of software like Microsoft Office, Open Office etc.,

- ❖ Troubleshooting Network related issues.
- ❖ Attending calls of CEO's, VIP and Managers.
- ❖ Installing, configure and troubleshooting Printer, Avaya phone, Projector, etc.,
- ❖ Created Analyst performance reports and delivered them to senior management.

Global Computers – Ramanathapuram
  July2014- Feb2016
System Administrator
- ❖ Installing, upgrading and troubleshooting hardware and software applications.
- ❖ Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
- ❖ Mail Clients configuration backup & troubleshooting - MS Outlook.
- ❖ Installing and configuring Windows Server, Domain Controller and DNS.
- ❖ Kept in constant touch with vendors to resolve problems as quickly & efficiently as possible.

Annai Fathima College of Arts and Science – Madurai
  Jun2013 – Jun2014
System Administrator
- ❖ Providing desk-side support for laptop and desktop computers.
- ❖ Performed general preventative maintenance tasks on computers, laptops, printers and any other authorized equipment.
- ❖ Deploy new workstations and printers and installed Windows OS, applications and configuring network.
- ❖ Return defective equipment to maintenance inventory, document customer repairs and restock parts inventory to maintain spare parts levels.

CMC Limited – Chennai   **Feb2011   –   Apr2012**
Desktop Engineer
- ❖ Handling daily technical support activities on Desktop support, Network and Server installation.
- ❖ Responsible for providing 1st level / 2nd level support to end-users in troubleshooting and resolving PC/Server problems.
- ❖ Configuring Microsoft outlook for user and troubleshooting Mail Problem.

- ❖ Provide training end users on usage of computers hardware and software
- ❖ Maintain inventory of installed software, manage software licensing and create policies and procedures for upgrades.

Wipro Info Tech – Chennai   **Dec2008 – Dec2010**
Desktop Engineer
- ❖ Installing, upgrade and troubleshooting hardware and software applications.
- ❖ Escalating relevant customer issues to the technical specialists and ensuring speedy resolution of the issues.
- ❖ Develop and manage effective professional working relationships with contractor personnel, co-workers and clients.
- ❖ Troubleshooting network connectivity in a LAN/WAN environment
- ❖ Preparation of Daily, Monthly and Timely Compliance report as per requirement.

Pioneer Hospital (P) Ltd – Ramanathapuram   **Mar2003 – Oct2007**
Accounts Assistant
- ❖ Accounts Maintenance.
- ❖ Installed and troubleshoot all desktop and laptops.
- ❖ Installed and configured software.
- ❖ Hardware & Software inventory control.

➢ **Educational Qualifications**

- ❖ **Diploma in Computer Technology,** 2000-2002, Aggregate 80% First Class with Honors Mohamed Sathak Polytechnic, Kilakarai.

- ❖ **Higher Secondary Certification (H.S.C),** Apr2000, Percentage 60% Syed Ammal Higher Secondary School, Ramanathapuram.

➢ **Personal Details**

Nationality	:	Indian
Date of Birth	:	10th July 1982
Marital Status	:	Married
Language Known	:	English/Tamil
Passport No	:	M5814842

Skype ID   :   seenirajamd

SEENI RAJA MOHAMED