

LAL AHMMED SHAIK

Dubai, UAE

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PROFESSIONAL SUMMARY

Experienced IT Support Engineer with a Bachelor's degree in Computer Science. Over three years of hands-on experience in roles at River Mobility and Tata Consultancy Services. Skilled in troubleshooting, software installation, and Python programming, with additional training from Coursera. A proactive, fast learner and team player committed to contributing to organizational success and staying abreast of industry advancements.

EXPERIENCE

- **River Mobility Private Limited** – IT Support Engineer, Bangalore, IN *SEP-2022 to DEC-2023*
 - Experienced in installing, configuring, and updating software, OS, and hardware.
 - Managed LAN, WAN, and customer support for optimal performance.
 - Utilized ServiceNow and Remedy for efficient issue resolution.
 - Skilled in resolving hardware, software, and network issues for seamless IT operations.
 - Implemented server backups and installations for data integrity and system reliability.
- **TATA CONSULTANCY SERVICES** - Support Executive, Chennai, IN *OCT-2020 to SEP-2022*
 - Provided maintenance and support for banking software, ensuring smooth operations.
 - Proficient in UNIX, shell scripting, COBOL, SQL, PL/SQL, Oracle DB, XML.
 - Interacted closely with clients to understand and address their needs promptly.
 - Managed critical data operations including EOD/SOD reporting.
 - Maintained servers, ensuring uptime and security.
 - Utilized shadow servers and backups for data integrity.
 - Performed secure data transfers using FTP.

TECHNICAL SKILLS

- Front End Development (HTML, CSS, JS, jQuery, Ajax)
- Back-End Development (PHP, COBOL, Python)
- SQL, MySQL, Unix, Shell Script
- Python (Django, Flask, Pandas)
- LAN, WAN, VoIP

SOFT SKILLS

- Client Acquisition
- Digital Marketing
- Communication
- Problem solving
- Team working

EDUCATION

- | | |
|---|-------|
| • Bachelors of Science (CS), Vignan degree college – 2020 | 85% |
| • Intermediate college, Sri Chaitanya jr college – 2017 | 94.8% |
| • Higher Secondary School, Ksrt high school – 2015 | 92% |

CERTIFICATION

- Certified in Programming Fundamentals by Coursera.
- Certified in Python basics, Python Programming, Python basics, Python Data Structures by Coursera.
- Certified for successful completion of full time MS Office course and having typing speed with an accuracy of 40+ wpm.

ACHIEVEMENTS & AWARDS

- Best Team Award at TCS From Team Manager 2021
- Applause Award From both Client (Support) and TCS organization 2022

INTERESTS

- E-Commerce
- Social Marketing
- Building websites
- Freelancing
- Dropshipping

PERSONAL PROFILE

- Date of Birth : 08-JAN-1999
- Marital Status : Single
- Nationality : Indian
- Known Languages: English, Hindi, Telugu, Arabic & Urdu
- Passport : U3264162
- Visa : Job Seeker Visa

DECLARATION

I hereby declare that the information provided above is true and accurate to the best of my knowledge. I am willing to provide Further documentation upon request.

Place: **Dubai**

LAL AHMMED SHAIK

My Online Resume(portfolio): bit.ly/sklalahmmmed

Linked IN: linkedin.com/in/lal-ahmmmed-shaik-22264a198