RASHID ABDUL RAZAK

Abu Dhabi

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Professional summary

Diagnose, troubleshoot and resolves a range of software, hardware and connectivity issues. Provides customer service support by performing detailed investigation of customer service complaints and issues, asks probing questions, researches, analyzes and rectifies problems expediently. Provided Tier 1 & 2 technical and operational support for different branches of pharmacies by providing problem analysis and troubleshooting assistance

Skills

- ► Microsoft Certified Solutions Expert: Cloud Platform and Infrastructure
- ► Active directory management, NTFS security, disk quota management, IIS Server, DHCP Server, DNS Server
- ► Programming and development experience
- ► Extensive knowledge of operating systems like Microsoft 2007/ Windows 10 and Servers
- ► Problem analysis, use of judgment and ability to solve problems efficiently
- ► Fast and quick learner

Education

- ► **MCSE:** Cloud Platform and Infrastructure
- ► Master of Computer Application (December 2012)
- ► Bachelor of Computer Application (June 2009)
- ► Java/J2EE course
- ► Microsoft SQL 2012

Experience

IT Specialist (May 2017- till now)
Burjeel Pharmacy LLC, Abu Dhabi UAE
- ► Managing backend data with SQL server 2012 and POS among branches
- ► Monitor and troubleshooting of various network issues and ensuring VPN among branches
- ► Installed, configured, and routinely upgraded software and hardware for end-users
- ► Provided consultation to clients on applications, hardware troubleshooting, software and networking issues
- ► Resolve various hardware/software issues; document and assess problems before redirect to second level support as appropriate to ensure timely resolution.

Programmer (Jan 2015 – Oct 2015)

Qubit Creations (Calicut, India)

- ▶ Designed and developed computer software web applications.
- ▶ Designed PHP-based admin web applications.
- ▶ Built databases and table structures for web applications.

Android Architect (Oct 2013 – Dec 2014)

ArthaSkills Solutions Pvt Ltd (Calicut, India)

- ▶ Translate designs and wireframes into high quality code
- ▶ Design, build, and maintain high performance, reusable, and reliable Java code
- ▶ Ensure the best possible performance, quality, and responsiveness of the application
- ▶ Identify and correct bottlenecks and fix bugs.
- ▶ Help maintain code quality, organization, and automatization

Project Intern (Aug 2012 – Dec 2012)

Kalkitech Communications (Banglore, India)

- ▶ Gained and executed Comtrade File Parsing Project
- ▶ Gained essential knowledge of project

Certification

Microsoft Certified Solutions Expert: Cloud Platform and Infrastructure

Date of achievement: 01/02/2016

Certification number: F550-3996

Personal Information

Nationality: Indian

Passport No: R7361847

Expiry date: 06/02/2028

[Rashid Abdul Razak]