MUHAMMED SHAFEEQUE K P

📞 +91 - 9847752470 (Mob)
+91 - 8111888202 (Office)

✉️ shafeevdcl@gmail.com

📍 KALLUPALATHINGAL (H)
AMBALAVAYAL PO
WAYANAD,KERALA
INDIA, PIN:673593

SOCIAL MEDIA USER ID

Linked in shafeequekp

skype Shafeekaaku

facebook shafeekaaku

OFFICIAL NOTICE PERIOD

1 MONTH

CAREER OBJECTIVE

Secure a position **as IT Administrator/ System & Network Administrator** with a well-established organization that will utilize my exceptional organization skills, **proven 8+ years IT Experience**, education, and management skills that will help me continue to grow in my career

PROFFESIONAL EXPERIENCE

1. **August 2013 to Present**   **Amana Toyota, Wayanad**

    Designation: EDP In-Charge
    Employee ID: **1311470**

Responsibilities

- ❖ **DMS** System Engineer, IT **Infrastructure**, **Server installation & Configuration.**
- ❖ **VPN, Firewall** (Sophos, Cyberome)
- ❖ **Domain, Active Directory, DNS, DHCP, Storage**
- ❖ **Antivirus** (McAfee, Kaspersky).
- ❖ **Email** Configuration & Troubleshooting, **Installation of plugins** and setting up.
- ❖ **Windows installation**, Troubleshooting, **Standard software** installation.
- ❖ **Laptop, Desktop** Hardware **Diagnosing and Troubleshooting.**
- ❖ Network Troubleshooting.
- ❖ **CCTV, Attendance Machine** Manage and Troubleshooting.
- ❖ Maintain **Stock in Hand Report.**
- ❖ **Server & Firewall Backup.**

2. **April 2013 to August 2013**   **Allied Digital Services Ltd.**

    Designation: Customer Support Engineer (Dell)
    Employee ID: **9556**

Responsibilities

- ❖ **Working in SLA,** Installation and maintenance of **Windows Server 2003, 2008**.
- ❖ IT Hardware and Network support of **Banks, Small industries** (**Pharmaceuticals, Airport** etc).
- ❖ Install, Maintain, troubleshoot and supported **Hardware and Network** items (**Server, CISCO Router, Switch, PC, Thin client and other network components** etc.).
- ❖ Install, configure and demonstrate the newly purchased **Dell Products** at customer location.
- ❖ **Email** Configuration & Troubleshooting, **Installation of plugins** and setting up.
- ❖ Install **Antivirus** (McAfee, Kaspersky, Avast, etc.).
- ❖ **Windows installation**, Troubleshooting, **Standard software** installation.
- ❖ **Laptop, Desktop** Hardware **Diagnosing and Troubleshooting**
- ❖ Network Troubleshooting.
- ❖ Configure and maintain the **Outlook, DNS, SAP, VPN, Finacle** etc.
- ❖ Installing and maintenance of **CCTV**.

	3. **June 2011 to February 2013** **NetSoft Consulting Service P Ltd.**

Passport No : K1231213
Passport Exp : 30-11-2021

Pancard No : CGHPP7889M

Driving Licence :
12/3167/2012 (India)

3. **June 2011 to February 2013**   **NetSoft Consulting Service P Ltd.**

Designation: Desktop Support Engineer

Employee Id: **NS093KL019**

Responsibilities

- ❖ **Working in SLA (Service level Agreement)**
- ❖ **Windows installation**, Troubleshooting, **Standard software** installation.
- ❖ **Laptop, Desktop** Hardware **Diagnosing and Troubleshooting**
- ❖ **Network Troubleshooting.**
- ❖ **Email** Configuration & Troubleshooting, **Installation of plugins** and setting up.
- ❖ Install **Antivirus** (McAfee, Kaspersky, Avast, etc.).
- ❖ **Implementing and Cabling** the Educomp Smart Class.
- ❖ Allocate technicians to repair various electronic devices in a different location under Educomp Smart Class.
- ❖ **Coordinate with vendors** and with the company personnel in order to facilitate purchase.
- ❖ **Working with ticketing tools.**
- ❖ Troubleshoot the issues of **Projector, UPS and other Hardwares.**

SKILL SET

- ❖ **Windows Server (2003/2008/2012/2016)**
- ❖ **DMS** Support
- ❖ **Active Directory, Domain, DNS, DHCP**
- ❖ **Firewall, VPN, Switches, Router**
- ❖ **Backup, Restore**
- ❖ **Group policy, GPO, Users & Computers**
- ❖ **OS Installation (Windows 7, 10, Linux, Mac)**
- ❖ **Hardware Troubleshooting**
- ❖ **Desktop Support/ Helpdesk Technician**
- ❖ **Printer installation** (Network, USB, Sharing)
- ❖ **Scanner Configuration** (Network, USB, Email)
- ❖ **Email Configuration** (Exchange, POP3/IMAP)
- ❖ **Network Troubleshooting** (LAN, Wireless)
- ❖ **Windows Update**
- ❖ **Antivirus update, Scan, Registration**

- ❖ **Having experience to handle 75 users lonely**
- ❖ **Understanding IT Standards**
- ❖ **Network Infrastructure** (Cable Pooling, Patching, Fixing patch panel, Network Face plate, Keystone Jacks, RJ11, RJ45)
- ❖ **IT Asset Management** (New Asset, Registering Asset to Manufactures, Discard/Write Off, Proper Asset number & Labeling)
- ❖ **IP Camera, PBX System**
- ❖ **Setup IT Infrastructure for 50 users lonely**
- ❖ **Attendance Machine** (Finger, Face, Card) New User, Delete User, Data Backup
- ❖ **Flexible with timing.**
- ❖ **Good Experience with MS Office.**
- ❖ **IT Project Supervision.**
- ❖ **Assembling PC's and replacing faulty accessories**

EDUCATIONAL QUALIFICATION

COURSE	COLLEGE	BOARD/ UNIVERSITY	REG NO	YEAR OF PASSING	PERCENTAGE
BCA	Administrative Management College	Bangalore University	07SBSB3064	2007-2010	67.5%
PLUS2	GHSS Meppadi	Kerala HSE Board	3291903	2005-2007	60%
SSLC	GHSS Vaduvanchal	Kerala State Board	403469	2004-2005	58%

CERTIFICATION

- ❖ **CCNA**   : Cisco Certified Network Associate
- ❖ **CompTIA A+**   : Computer Hardware
- ❖ **CompTIA Network+**   : LAN Network
- ❖ **MCSA & MCSE** (Course Completed)

PERSONAL ATTRIBUTES

- ❖ **Excellent Written, Communication, Analytical, Planning, organizing, Inter personal and problem solving skills with the ability to work in multi-cultural environment**.
- ❖ Basic knowledge in **ITIL.**
- ❖ Able to work cooperatively as a part of a team.
- ❖ A well trained **Team Leader & a good Team player.**
- ❖ Conversant with Safety, Health and Environment.
- ❖ **Capable of working effectively for long hours and honors deadlines.**
- ❖ Ability to work **under pressure on multiple tasks**.

PERSONAL PROFILE

Father's Name	: Abdul Latheef K P
Date of Birth	: 01st November 1989
Sex	: Male
Nationality	: Indian
Marital Status	: Married
Languages Known	: English, Hindi, Tamil & Malayalam
Hobbies	: **Youtuber**, Internet Surfing.

REFERENCES

- ❖ **Mr. BinuLal:** EDP Manager of Amana Toyota
  Email: sysadmin_clt@amanatoyota.com
  Ph: +91-9446245020
- ❖ **Mr. Sajan K:** HR Manager of Amana Toyota
  Email: hr@amanatoyota.com
  Ph: +91-9447638164
- ❖ **Mr. Haris Rahman:** Accountant of Amana Toyota Wayanad
  Email: accounts_wyd@amanatoyota.com
  Ph: +91-8111999476

DECLARATION

I hereby declare that all the particulars given above are true to the best of my knowledge.

Place: Wayanad   Muhammed Shafeeque K P