Muhamed Nabeel

Profile

Dedicated and dynamic IT Support, with more than 6 years of intense experience in the diverse fields. Quick learner having strong public relation and customer service skills, ability to interact with cross-functional departments, with high degree of professionalism, discretion and problem resolution capabilities. Ability to diplomatically resolve problems and diffuse tension. Team-player, critical thinker, effective planner, along with excellent communication, self-correspondence and interpersonal skills.

Contact

Address - Dubai, UAE

Phone   - +971527486864

         - +971564982023

Email- nabeelmry@gmail.com

LinkedIn -
https://www.linkedin.com/in/nabeel-muhammed-62532463

Certification

IT SUPPORT

Experience 6 years

Government of Dubai, IT SUPPORT
2014 *May* - Present

System & Network Support for Office of Government of Dubai.
Troubleshooting Outlook, mails, printer's, remote desktop, PC ghost & Acronis true image, laze soft, Time Machine backup, Centrify Software, Active Directory, Computer password breaking, Backups, managing policies.
Managing User maintenance, Active Directory maintenance & Anti-Virus administration and support for end users.
Configuring of SCCM, SCSM, network shared drives
Desktop Support in Windows OS 7,8,10, MAC, Windows Server 2012,2016
CCTV, Door access device, Key Management.
KRONOS Attendance system
IP Phone (CISCO) and PBX (NEC) configuration and troubleshooting
Configuring cisco Switches (4500, 3500, 3750, 2900) and Routers (2700, 3900)

Fortune Tech Global Services India Pvt. Ltd, IT Support
2012 *June* - 2013 *May*

Installing and configuring computer hardware, software, systems, networks, printers and scanners
Planning and undertaking scheduled maintenance upgrades
Talking to clients and computer users to determine the nature of problems
Responding to breakdowns
Investigating, diagnosing and solving computer software and hardware faults
Repairing equipment and replacing parts
Good experience in Configuring
Installation, Configuration & Maintenance of LAN &WAN.
Good Experience in Wireless Networking technology.
Active Directory Domain Services

Samundra Residency Chennai, India, Administrator/Receptionist
Jan 2010 - Dec 2011

Believing that good team leadership and a hands-on approach to management brings increase standards and profits.
Possessing a hunger for success and the ability to work individually or as part of a team.
Technically skilled in Word, Excel, PowerPoint and basic Outlook.
Skills in online and off line research to facilitate business development.
Ability to understand customer's direction, immediate business opportunities and long-term partnering interests.
Excellent interpersonal, communication and relationship-building skills, listen attentively, communicate persuasively and follow through diligently.

Technical Skills

Cisco Certified Network Associate (CCNA)
Diploma in CCTV Networking
MCITP 2008

Personal Details

Passport No   **- J6245689**
Marital Status   **- Married**
Languages   **- English**
                          - Hindi
                          - Malayalam

UAE Valid Driving License

Qualification

Master of Computer Application (M.C.A)

Bachelor of Computer Application (B.C.A)

Area of Expertise

- Team Leader & Project Management
- Windows server installation 2012
- Desktop & Mac Support
- Active Directory Users & Computer
- Knowledge in AWS
- IT Data Management & Security
- Key Management System
- Integrate new technology
- VMware & Hyper V
- PCB Programming, firmware updates
- Network Support
- CCTV operation and maintenance
- Time & Attendance System
- Antivirus Administration
- Access Control System
- Microsoft Enterprise Software's
- Perform images & backups
- Structured Cabling
- Power Management System
- Innovation & Leadership
- Vendor Management & Coordination