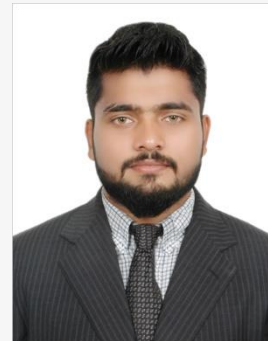


# IT specialist



## CAREER OBJECTIVE:-

A suitable role as **IT/Desktop support technician**, which allows me to utilize my skills and experience for the growth of the organization and also help me develop professionally.

## EXPERIENCE

### IT TECHNICIAN

- **Company** : VERACITY WORLD / July/2018-may/2019
- **Location** : DUBAI , UAE

### RESPONSIBILITIES:-

- Computer hardware and software troubleshooting
- Repair Laptops and Desktops.
- Peachtree accounting and google sheet support.
- Testing new technologies.
- Troubleshooting new IT gadgets
- Operating system and applications.
- Monitor and maintain computer systems and networks.
- Collaborate with clients and staff. Both face to face and over the phone to help setup systems or resolve issues.
- Troubleshoot and diagnose system and network issues as well as software faults.
- Replace parts as required
- Provide support which includes procedural documentation and maintaining relevant checklists.

### IT COORDINATOR

- **Company** : INZPIRE TECHNOLOGY Jan/2016-Jun/18
- **Location** : DUBAI , UAE

### RESPONSIBILITIES:-

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Peachtree with basic accounting and data entry with MS office
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests.
- Providing technical support across the company (this may be in person or over the phone).
- Setting up accounts for users.
- Repairing and replacing equipment's as necessary.
- Testing new technology
- Possibly training more junior staff members.

## CONTACT

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Near nakeel centre

**Linkedin:**  
<https://www.linkedin.com/in/shahanaz-kallil-77553b109/>

## Skills and achievements

- Highly organized, dedicated and committed to professionalism.
- Good analysing skills and management reporting.
- Excellent communication and interpersonal skills.
- Able to work under any situation.
- Flexible according to situation and accept challenges.

## EDUCATION

**POLYTECHNIC ENGINEERING**  
**JDT ISLAM POLYTECHNIC**  
**COLLEGE , CALICUT,INDIA**  
2010-2013

**ENA**(expert network admin)  
**Bangalore,Karnataka,India**

## **SERVICE ENGINEER**

- **COMPANY : HARD MIND HARDWARE SOLUTION / 2011-2013**
- **LOCATION : CALICUT,KERALA,INDIA**

## **RESPONSIBILITIES:-**

- Laptop and Desktop computer repairing and troubleshooting
- Installation and configuration of OS.
- Replace the parts of software and hardware as required.
- Resolve customer computer problems via phone

## **Additional skills:-**

- Technical troubleshooting to solve the problems of other IT gadgets.
- Both hardware and software Troubleshooting of Sony Gaming devises like PLAY STATION 4/5
- Install and configure systems/routers/RJ45 cable crimping in offices.
- Both installation and configuration knowledge with variable Operating systems like:-Windows 7 , Windows XP , Windows VISTA , Windows 8/8.1 , Windows 10

**Software:** MS Office 2007; MS Office 2010 , online driver updating software's like intel assistance.

**Hardware:** System troubleshooting, installations  
And system assembling.

**Virtualization:** VMWare workstations.

**Networking:**  
Setting IP address, create domain client infrastructure, Work group

## **Declaration**

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date :

Yours Sincerely

Place :

**[SHAHANAZ KALLIL]**

**REFERENCE AVAILABLE ON REQUEST**