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CURRICULAM VITAE

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ABDUL RAZAAK S.B
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E-mail id: safan422@gmail.com

CAREER OBJECTIVE:

To work with commitment in a rapidly growing organization and use my specialized knowledge and general talents and activities and gradually rise in office and reach a high position of importance.

EDUCATIONAL QUALIFICATION:

B.Sc (COMPUTER SCIENCE) in **Jamal Mohamed College** passed out in 2015.

WORK EXPERIENCE:

Worked as **Desktop Support** at **GREATA ENTERPRISES and DEVELOPERS** from **June 2017** to **August 2019**.

- Providing L1 and L2 technical support including incident/problem identification, resolution and escalation in line within SLA.
- Configure PCs and laptops, problem ticket resolutions and track problems.
- Address user tickets regarding hardware, software and networking.
- Connect users to networks and train on facilities and applications.
- Performing OS compatibility check before migration.
- Troubleshoot and customize Office 365 applications.
- Assisted external clients with configuration, power shell scripts in Office 365.
- Reset passwords, unlocks users and transfer users to OU through ADUC
- Troubleshooting Pulse Secure VPN
- Working knowledge of office automation products and computer peripherals, like printers and scanners
- Act as an escalation resource to the Help Desk to assist with issues affecting endpoints
- Support CISCO Video and Teleconferences systems.
- Maintain computer peripheral devices like printers and resolve associated problems.
- Interact with staff on desktop problems and their resolution.
- Maintaining System Security Patches, software / hardware audit and asset configuration documentation.

Worked as **IT-Technical Support** in Web Hosting at **ILLUME CREATIVE STUDIO** from **October 2016** to **March 2017**.

- Troubleshoot VM ware and MS Exchange clients.
- Follow up with clients to ensure their systems are functional.
- Record technical issues and solution in logs.
- Visit, install and configure networking connections of computer units for end users.
- Maintained the up to date operating procedures inside the IT department
- Handling the system software troubleshooting and fixing issues.
- Logging the queries of customers and employees.
- Completed password changes and supplied active directory support.
- Update on status to manager and users through voice mail, email and in-person communication.
- Resolve technical issues in a timely manner using available resources within the company.
- Analysis of call logs in order to discover any underlying issues.

SYSTEM SKILLS:

- Oracle Database 11g in SQL and PLSQL.
- Active Directory Installation and Configuration
- Installation and Maintenance of SQL Server.
- Knowledge in Batch Programming.
- Office 365 Tools.
- Knowledge in Backup and Data Storage.
- OS installation & Troubleshooting systems.

PERSONAL PROFILE:

Father's Name	:	Sadiq Batcha A
Date of Birth	:	22-01-1994
Sex	:	Male
Languages Known	:	Tamil and English
Nationality	:	Indian
Visa	:	Visit Visa (Valid Till: Apr 5, 2020)
Marital Status	:	Unmarried

DECLARATION:

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

S.B.ABDUL RAZAAK