



# Mohammed Favas

## IT Support Engineer

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mohammedfavaspt@outlook.com

### PERSONAL SUMMARY

Passionate, diligent and focused Engineer with **3+ years** of cumulative experience as an IT Support Engineer. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer-based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

### WORK EXPERIENCE

#### **INFINITY TRADING AND SERVICE Est. – Saudi Arabia** **IT SUPPORT ENGINEER Feb 2016 – Apr 2019**

Responsible for supporting the company's SME clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

#### **Duties:**

- Responsible for networking, design, installation and maintenance services.
- Well understanding of Bridging and switching concepts and LAN, WAN technologies Maintain the companies network infrastructure.
- Active directory management, NTFS security, backup management
- Experience of Windows server 2003 / server 2008/ server 2012/ server 2016.
- Installing configuring and administering network technologies
- Installing and operating Windows desktop and server operating systems.
- TCP/IP networking and hardware maintenance and repair.
- IP Telephone Configuration (Yealink Etc..).
- Firewall configuration (Cyberoam)
- Assisting the network manager with support requests.
- CCTV system configure and install all type of analogue and IP surveillance systems
- Biometric attendance and security system installation and configuration (FingerTec, ZKTec..etc.).

### CLIENT DETAILS

- Hamon Saudi Arabia /France.
- CCC Saudi Arabia /USA .
- Specialist Technical Services
- Co.Ltd Aman European Elevators
- Co.Ltd International system Est.
- Gulf Sky Crane and Co.Ltd

### ACADEMIC QUALIFICATIONS

MCA (Master of Computer Application)  
**Bharathiyar University,Coimbatore 2012 - 2015**

**CCNA Routing & Switching**  
**Mohans Networking Bangalore 2015**

**REFERENCES** – Available on request.

### AREAS OF EXPERTISE

*Networking – Switches /  
Routers / Firewalls*

*1st/2nd line issues*

*Infrastructure support*

*Server support Microsoft*

*technologies Remote*

*support tools*

### PERSONAL SKILLS

*Problem solving*

*Commitment to outcomes*

*Highly analytical Helpful*

*attitude*

### LANGUAGES

*English*

*Hindi*

*Malayalam*

### PERSONAL DETAILS

*Mohammed Favas  
Near Dnata  
Dheira  
Dubai*

*DOB:22 /04/1992  
Driving license: Yes  
Nationality: Indian*