**Noorul Peer Mohamed A B**

**Email**: npeerm7@gmail.com 

**Mobile no:** 055-6616543

**UAE Driving License Holder**

**Application for the Position of IT Helpdesk/L1 Support**

ITIL V3 Foundation Certified, Certificate number:GR750499326NM

MCSA Windows Server 2016 Certified, Certificate number:H161-3657

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| Objective |

Intend to build a career which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment.

# Educational Qualifications

* **B. Tech(IT) : Bachelor of Information Technology**

**College :** Mohamed Sathak A J College of Engineering

**University :** **Anna University**, Tamilnadu-India

**Duration :** 2007 - 2011

# Professional Experience

* **Total Experience: 5+ Year in IT Industry**
* **Organization: Lisec Automation Middle East-FZ**
* **Duration: August 2015 to Present 2020**
* **Job Role: IT Helpdesk & Technical Support**
* **Handling the Helpdesk Support**
* Serving as the first point of contact for customers seeking technical assistance over the phone or email
* Creating the service ticket for the customer/end user reported problem.
* Providing one on one assistance to the end user regarding the technical flaw, either by phone or in mails
* Provide timely, detailed, and accurate status information and resolution for all issues/projects assigned
* Handling password reset requests and responding to email promptly.
* Ensure Service Desk phones are answered, voicemails and e-mails responded to and physical space staffed during business hours.
* Provide 1st level IT service support - perform troubleshooting and resolve if possible, perform request Fulfillment.
* Answering calls and chats from team members, assisting them with problems, entering problems into the help desk ticketing system, and escalating all critical issues.
* Providing advice on selection and purchase of IT equipment.
* Follow up with customers, provide feedback and see problems through to resolution
* Experience & knowledge in service strategy, service design, service transition, service operations event, incident, problem & change management in ITIL 2011.
* Handled Helpdesk software's like Lisec & ManageEngine helpdesk.
* Experience in TeamViewer, army admin,anydesk & WebEx remote software's
* Supporting the customer via remote control software, e-mail, mobile & skype for business.
* Troubleshoots and resolves IT issues via phone, web, and in-person channels
* Ensures all incidents are resolved against SLAs
* Ensure the change management, problem management process has been done as per the requirement and make sure the knowledge base created and published to the customers/internal colleagues for future reference.
* Establish and maintain effective relationship with the other departments, to ensure the resolution of issues and the continuous improvement of operations and maintenance.
* Handle escalations and follow up till resolution
* Work on quality check and ensure that all cases are resolved within the SLA and customer satisfaction
* To track all pending issues and ensure the resolution of the same as per the agreed priority and timelines.
* Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
* Preserve and grow the knowledge of help desk procedures, products and services.
* **Handling the Level 1 support for IT Infrastructure :**
* Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
* Check computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
* Maintaining maximum availability of supported services for users.
* Installation and configuration of Windows server 2003,2008R2 & 2012R2.
* Installation and configuration of Windows xp,7,8,8.1 and 10.
* Installation and Configuration of Network Printer in client-server environment.
* Installation & configuration of Network License & standalone Antivirus Software MacAfee, Kaspersky, ESET antivirus etc.
* Installation, configuration, customize of MS office 2016,2013,2010,2007,2003 etc.
* Installation & configuration of MS outlook 2007,2010 & 2013..
* Troubleshooting the MS Outlook Issue.
* Installation, Configuration and Troubleshooting the Cisco, TP-LINK & DLINK Routers.
* Troubleshooting the LAN/WAN, Router & Wireless access point issue.
* Configuration of DNS server,DHCP IP in server and router.
* Troubleshooting the DNS, DHCP,TCP/IP Network issue.
* Troubleshooting the TCP/IP network problem and prevent it in future.
* Maintaining the Group policy security in Windows server 2008R2 and 2012R2.
* Modifying and updating the group policy for each users pc .
* User account administration, i.e., account creation and management and password resets on Active Directory in 2008R2 and 2012R2.
* Creating the new user in the active directory domain and joining the new users to the domain network.
* Monitoring the progress of third-party maintenance contract suppliers.
* Management of stock replenishment, getting quotations and performing Delivery coordination with all device suppliers.
* Knowledge in Office 365 and troubleshooting the office 365 issue.
* Experience & knowledge in Panasonic PABX devices.
* Experiecnce in handling the virtual desktop,virtual products like oracle,vmware player & Hyper-V .
* Knowledge in Cisco Routers and Switches, Basic Firewall. Wireless controller, Network printer installation and configuration.
* Providing the support for the MAC,Apple Tab and troubleshooting the network issue in MAC.
* Configuring the Hamachi VPN for different site to connect Head office location and troubleshooting the VPN Issue.
* Configuring the Projector ,equipment's for the conference meeting .
* Troubleshooting the Monitor,Touch screen Monitor,other hardware issue.
* **Handling the Retail ERP/POS Software Support**
* Implementation of ERP/POS Restaurant, Hospitality, Retail Industry Software in Client Location.
* Support in testing and deployment of new POS applications and systems.
* Supporting the ERP sales & distribution, Material management, Retail and production planning module as per their business requirements of the client.
* Analyzing the application and collected required information in case of bug or assistance forwarded to next level support.
* **Organization : Net soft Computers LLC, Dubai-UAE**
* **Duration :** 2 year (May 2013 to July 2015)
* **Job Designation: Helpdesk & Customer Support Engineer**
* Providing the technical Support to the customer via remote software, on call etc.
* Respond to queries either in person or over the phone.
* Ability to communicate with management & Ability to work within team environment.
* Provide Desktop & Network support for the users based on the Helpdesk Call.
* Onsite visit to customer and resolving the reported problem.
* Proactively learns and trains other staff members on new product and service technologies
* On-call support required on a rotation basis
* Maintaining the good relationship with customer.
* Installation of Desktop, laptop & Notebook Hardware drivers including LAN, Graphic cards, WLAN etc.
* Replacing the mother board, power supplier, CPU, battery for the desktop pc, laptop and notebook etc.
* Co-ordinate with Hardware manufacture supplier for new technology in hardware implementation.
* Installation, Configuration, Updating & Activation of Network and standalone Antivirus software’s NOD 32, NORTON Internet Security in server and client pc.
* Creation of Computers, Users & Giving the Privileges of it as per the Customer Requirements.
* Creation of Domain in active directory server and connecting Client machine in the server Domain.
* Maintaining the Group policy for the standalone client pc and windows server 2008R2,2012R2.
* Troubleshooting the PC Networking issue’s & Network Printers Issue.
* Handling the Cisco, Linksys, D-Link Router, Wireless Access Point, Switch etc.
* **Handling the Retail ERP/POS Software installation & Support:**
* Implementing the Ezee ERP/POS Head Office Modules of Retail, Hospitality, Restaurant Supermarket, Other Industry Software and Outlet Connection by VPN Software & VPN Router.
* Supporting the Ezee ERP/POS Retail, Restaurant Software via remote control, chat & skype for business.
* Configuration of Retail POS software in Android and Apple IPAD devices for the order.
* Configuration and Installation of Sql Server 2005,2008 & 2008R2.
* Good understanding of the retail business functionality and providing the solution as per the customer requirement.
* **Organization : Al Rifaa Information Technology**, **Dubai-UAE**
* **Duration :** 1 year (March 2012 to April 2013)
* **Job Designation: IT Technician**
* Installing authorized software to laptops and desktops.
* Setting up and configuring new laptops and desktops.
* Diagnosing and resolving technical issues.
* Antivirus installation to all desktops and laptops
* Performing basic administrative support duties, as required, to meet specific operational objectives.

# Training ,Technical Skills & ERP/POS Software Handled

* **MCSE Course & Project Handled (System Admin & Desktop)** from July 2011 to Dec 2011 in Web Home Computers (India).
* **Key Skills**: Windows Server 2008R2,2012R2, Windows 10,8,8.1,7 & XP, Linux Red Hat Centos 6,7 etc. Cisco, TP-LINK & D-LINK Routers Sql server 2005,2008R2,2012, Sql Server 2008R2,2014,2017& Oracle Database 10g, Hp, Lenovo & Dell Desktop & Laptop Hardware Troubleshooting & Assembling.
* SAP MM, Lisec Retail Application ERP Sales Distribution, Material management

# Personal Information

**DOB** : 07-12-1989

**Age**  : 29

**Gender**  : Male

**Passport No** : J7290155

**Languages known** : English, Tamil, Malayalam,Arabic(Read)& Hindi

**Nationality :** Indian.

# Declaration

I do hereby declare that the information given above are true to my knowledge and would like to leverage these experiences at your esteemed organization.

Yours faithfully

**Place:** Dubai-UAE **(Noorul Peer Mohamed A B)**