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| |  |  |  |  | | --- | --- | --- | --- | |  | **MOHAMED ASIF.T.T.**  U.A.E  Phone : 00971553637961  Email : [asiftt1@gmail.com](mailto:asiftt1@gmail.com) |  |  | |

**Career Objective:**

Seeking a fulfilling position as Desktop Support Engineer and support of all IT needs that offers growth opportunities and allows me to utilize my leadership skills and experience.

**Functional Skill Areas:**

* MS: Windows OS, Windows Server 2003/2008, MS Outlook/Exchange
* Oracle, MySQL,SAP
* Basic SQL server support
* PC Hardware, Printers, Laptops
* Hardware & Networking [A+,N+,MCSE,CCNA]
* MS office
* Tally, Peachtree

**Professional Experience:**

**Desktop Support Engineer** Dubai Immigration(Raqmiyath LLC) 2015 September – Present

* Install and upgrade hardware and software components.
* Develop and document technical processes.
* Provide technical solutions and troubleshooting services on need basis.
* Ensure proper working order of all terminals and servers at all times.
* Provide support to remote users.
* Administrate MS Active Directory accounts and groups.
* Assisted the clients with technical issues, troubleshooting, installation and configuration.
* Installed, changed and removed hardware in various desktop and service hub configurations.
* Interacted with users in to support software and hardware transitions.
* Planning and performing appropriate procedures, documentation, inventory assessment, and other procedures related to IT
* Maintaining and controlling and backup of the system daily and weekly
* Managing and administering Microsoft windows Server 2000
* Configuring and Managing Symantec Antivirus Servers and Clients and troubleshooting all windows based problems

**IT Coordinator**       Alessia couture llc Abu Dhabi         2013 May – 2015 May  
Analyzed system problems, ran preventive tests, performed troubleshooting, and trained staff as part of preventive measures.

**Key Performance:**

* Performed maintenance on copy machines, Xerox scanner, printers, etc
* Performed server updates on a regular basis.
* Performed troubleshooting, diagnosing, solving and replacing parts.

**Maintenance & Upgrades:**

* Repaired and upgraded old installed systems; configured new systems.
* Troubleshoots and provides immediate support to SAP users as part of SAP support team.
* Documented the history of requests.
* Continuously up-to-date regarding software.
* Develop and document technical processes.
* Provide technical solutions and troubleshooting services on need basis.
* Ensure proper working order of all terminals and servers at all times.
* Provide support to remote users.
* Planning and performing appropriate procedures, documentation, inventory assessment, and other procedures related to IT
* Maintaining and controlling and backup of the system daily and weekly
* Managing and administering Microsoft windows Server 2000.
* Configuring and Managing Symantec Antivirus Servers and Clients and troubleshooting all windows based problems
* Should have good knowledge about Structural cabling, Rack Setup, IT Setup, Fiber Cable  setup, CCTV installations, Access Control installations

**Customer Support:**

* Established solid work interactions with customers and employees alike.
* Assembled information and customer feedback to clarify client requirements.

**IT Support Engineer** Cybrotech Information Technology 2011 January – 2013 February

* Install and upgrade hardware and software components.
* Develop and document technical processes.
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**IT Support Engineer** IRS Education 2006 May – 2008 May

* Developing proposals, tenders and different project report.
* Project coordinator and analysis the data for generating Charts and graphs for reports.
* Providing support of IT networks, software and hardware.
* Monitored the email system and ensure the anti-virus protection.
* Hardware Installation and Maintenance
* Troubleshooting
* Installation and Maintaining Operating Systems
* Cable Crimping, Creating LAN and Administrating LAN

**Education & Qualifications:**

**MCA [Master of Computer Application]** from **Calicut University**

**BSC Computer Science** from **Calicut University**

**XII from BOARD OF HIGHER SECONDARY EXAMINATION**

**Personal Details:**

NAME : MOHAMED ASIF.T.T

D.O.B : 08-05-1986

Gender : Male

Passport Number : G4633495

Visa Status : Employment Visa

Present Address : Horlanz, Dubai, Uae,

Permanent Address : Thacharathodiyil (House)

Kerala, India.

Languages : English and Arabic (Read, Write and Speak)

Nationality : India

**Reference:**

Name: Mohamed

Position: Manager

Company: Dubai Immigration

Mobile No: 056 9385287

**Declarations:**

I hereby declare that all the information provided above is true to the best of my knowledge.

#### **MOHAMED ASIF.T.T**

Place: Dubai

Date :