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| **MUHAMMED JASEER K**  **Desktop Support Engineer**  **Master Of Science**     |  | | --- | | **DETAILS** | |  | | **jaseerckm@gmail.com** |   **+971 54 734 7908**  **+971 52 465 5445**  Dubai, UAE   |  | | --- | | **ABOUT ME** | |  | | Passport Details  Passport No:L 8284151  Nationality**:**Indian   |  | | --- | | **EDUCATION** | |  |   **Kannur University (India)**  Master Degree in Science  (Electronics)- 2014-2016  **Kannur University (India)**  Bachelor Degree in Science  (Electronics)- 2011-2014  **Languages Know**  English  Hindi  Arabic (read, write)  Tamil  Malayalam  **Date of Birth**  17th February 1993 |  |  | | --- | | **TECHNICAL SKILLS** | |  |  **Windows, Linux and MAC System Hardware and software Troubleshooting.**  * **Operating System Update.**   **System Backup** **End User Support** **New Installation and Support** **Firewalls and Security** **MS Office (2010, 2013, 2016)****HP ITSM Portal**  * **BMC Remedy Portal** * **SCCM Remote Access**  **DHCP, DNS.**  * **Tally ERP 9** |  | **CAREER OBJECTIVE**  To use my skills in the best possible way in a challenging environment so as to extend my full potential for the greater good of the organization and myself.  **EXECUTIVE SUMMARY**   * **Technical Support Engineer** for **Windows, Linux and MAC in system and network.** * Hands on experience in **Communicates and coordinates ticket escalations, updates and outages with IT. Communicates ticket descriptions, updates, ETA’s, resolution explanations and outage notifications with the business** * Expertised in **Responding to all user inquiries** and reported incidents following established **Incident Management processes.** * Hands on experience in Installation and Troubleshooting in **VMware Horizon Client, Citrix, SAP, Oracle SQL and Microsoft Visual Studio Platforms** on **Windows** and **MAC.** * Experienced in **Active directory and Domain Naming Services, Group policy implementation and Certificate Authentication.** * Technical Assistance for **Windows server 2008, 2008R2, 2012, 2012R2 and 2016 products.** * Hands on experience in **HP Service Manager and BMC Remedy ITSM Tools.** * Areas of **expertise** include **N level Technical Support, Operating System Update**, **Troubleshooting, System Backup, End User Support, Switching and routing devices, New Installation and Support,PC Imaging, Configuring, Data Restoring and Profile Set up Security and Outlook.** * **Ability to handle highly confidential IT and Infrastructure atmosphere.** * Hands on experience in **Pulse Secure, Clear Pass, Symantec End protection system and Trend Micro Antivirus** installation and configuration * **IT First Level Resolution Second Level Resolution Expert**.   **WORK HISTORY**  **Desktop Support Engineer, Emirates National Bank of Dubai.**  **Dubai, UAE – April 2019 – Currently Working**  On project with **Wipro Technologies,**responsible for implementing **Windows 10 Migration** activities to top level officers and emergency task spontaneously through on site and remotely.  **Responsibilities:**   * Complete End User Computing Support during implementation of Workplace Digitization project. * **Responding to all user inquiries** and reported incidents following established **Incident Management processes.** * Active Directory and Domain services. * On-site support and off site support for incidents. * Business As Usual support for N to Entry Level Users. * International banking Core applications such as **Finacle**, **FinOne, ICCS, BPM .etc.** Support for HQ and branch Users through **SCCM remote** access, **RDP** and on site. * Configure **Pulse Secure, Symantec End point Protection System and Clear Pass DLP application** to fully protect IT environment. * Configure antivirus software to fully protect IT environment * Network with LAN/WAN and active directory for continuous company connection.   **Migration Support Engineer, Head Quarters First Abu Dhabi Bank.**  **Abu Dhabi, UAE – Sep 2018 – March 2019**  On project with **Wipro Technologies,**during **Operation Readiness Testing,**responsible for supporting Business As Usual activities to top level officers and emergency task spontaneously through on site and remotely.  **Responsibilities:**   * Complete End User Computing Support for **Windows, Linux and MAC** during the merging of First Gulf Bank and National Bank of Abu Dhabi. * **Active Directory and Domain services**. * Customer day 1 IT support. * Business As Usual support for N to Entry Level Users. * Microsoft Office product installation – trouble shooting and maintenance. * International banking Core application support for HQ and branch Users through SCCM remote access and on site. * **HP ITSM Service portal activity records**. * Configure antivirus software to fully protect IT environment * Network with LAN/WAN and active directory for continuous company connection.   **Network Administrator, Hotel Wilton.**  **Kerala, INDIA — April 2015 to July 2018**  Responsible for attending service calls and prioritize issue. Installation and maintenance of IT equipment (but not restricted to) Work stations, Laptops, Printers, Scanners and intercom connections. Supporting customers to Access Technologies.  **Responsibilities:**   * Designing and implementing security policies through whole business units. * Installation and management of IT Infrastructure in business environment in Windows and Linux OS. * Managing and maintaining IT & Telecom Services and Operating Systems installation. * Diagnose, troubleshoot and resolve a wide range of software, hardware and network issues. * Training new employees on ERP Modules (Inventory, Finance, HRMS, Fixed Assets and Point of Sales). * Conducts regular audits to ensure all frameworks and processes that have been integrated into the system are working properly, efficiently and in accordance with the goals, objectives and standards of Hotel Wilton.   **ACADEMIC PROJECTS:**   * **Vehicle Monitoring System Based on RFID through Windows 7 and MAC (2016).** * Implemented Radio Frequency Identification System for individual vehicle. * Alcohol Sensor (MQ303), CO Sensor (MQ-7), and Piezo electric sensor. * Zigbee Transmission system. * Global positioning systems (GPS) * Micro controller: PIC 16F886 * **Automatic Accident Reporting System thorugh Android and Windows Platform (2014).** * Implemented GSM modules for individual vehicles. * Alcohol sensor, CO Sensor, Piezo Electric sensor, and speed monitoring systems. * Micro controller: PIC 16F886   **DECLARATION**  I hereby declare that the above written particulars are true to the best of my knowledge and belief.  **Muhammed Jaseer K** |