**Alijaan**

Mobile : 0504735110

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**Professional Summary**

A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of desktop applications, their uses, and how to maintain and repair them. Expert interpersonal communicator who is not satisfied until the customer is satisfied.

**Work Experience**

**Desktop Support Engineer in Technology Science Trading LLC UAE March 2016 – Jan 2020**

* Configure antivirus software to fully protect IT environment.
* Monitor the performance of the computer systems and address issues as they arise.
* Provide technical support for software reconfigurations to aid in function customization.
* Install computer hardware and software on desktops to keep versions current.
* Initiate and complete Microsoft Windows server operating system updates.
* Network with LAN and active directory for continuous company connection.
* Assisted in firewall maintenance throughout the network environment to maintain a secure system.
* Served as the Microsoft Windows desktop operating system resource person to quickly address complex user issues.
* Performed configuration testing of antivirus software in a networked environment.
* Completed password changes and supplied active directory support.
* Installed both computer hardware and software.
* Trained staff on a new employee computer access protocol.

**Sales Executive in Technology Science Trading LLC UAE**

* Building and maintaining the relationships with customers to find them a solution to their computing needs.
* Experience of selling IT hardware, IT Software, Cisco, PBX, network Cables, Networking Products, Mobiles and cloud based technologies.
* Extensive knowledge of the company products an also of the wider IT marketplace.
* Keeping up to date with the developments of new technologies.
* Experience of selling major brands like Oracle, Microsoft, HP, Apple.
* Identifying and making contact with new prospective clients.
* Arranging meetings with prospective clients.
* Answering any technical IT questions that clients may have.
* Develop business with existing and new customers and proactively identify and understand customer ambitions and expectations.
* Responding to queries regarding quotes and pricing and closing sales.
* Dealing with clients as well as internal departments (sales, finance, logistics etc) to ensure query resolutions.

**Education**

* Bachelor of Technology from DMS S.V.H College of Engineering, (2010-2014) with an aggregate of 64.6%.
* Pursued Intermediate from Sri Chaitanya Junior College for boys (2008-2010) with an aggregate of 61.9%.
* SSC from Jai Hind Montessori, (2007-2008) with an aggregate of 60%.

**Skills**

* Languages : HTML5 , CSS3 , JavaScript.
* Operating Systems : Windows Server2003 , 2008 , 2012 , XP ,7 ,8 ,Linux ,Unix.
* Web Services : Team Foundation Server (TFS) , Microsoft Visual Studio 2013.
* Developing Environment : INTEL XDK App Framework, Notepad ++.
* Data Base : SQL Server 2012.
* Softwares : Macrium Reflect , Photoshop PS6 , Adobe Illustrator AI .

**Personal Details**

Father Name : Sabu Jani

Nationality : Indian

Marital Status : Single

Date of Birth : 13/03/1992

Passport No : L5413070

Languages Known : English, Hindi, Urdu, Telugu.