**Mohammad Salam**

Email id: [salam.jet@gmail.com](mailto:salam.jet@gmail.com)

Mobile no: 9507194349

**Career Objective**

To work in globally recognized organization, where all my skill will be utilized for development of organization, myself as well as for society.

**Professional Experience :**

Currently working as **System Engineer in Hexaware Technologies Ltd** from **2nd Jan 2017**

Working as an IT **Helpdesk Engineer in Tata Teleservices Ltd** for last **3 years and 1 months**

Worked as **System Support Engineer in Digitech Solution** for **1 year and 8 months** (March 2012- Nov 2013)

**Work Experience**

* **27 Nov 2013 – 31 Dec 2016**

**Tata Tele Services Limited in Payroll of Crystal Solutions PVT LTD.**

* Migration of machines from Windows 7 Ent. to Windows 8.1 Ent. (SCCM 2012 **Client** and Manual)
* Making system available to the users for daily activities with OS and other software as per standard operating environment, Outlook configuration.
* Managing users in Active Directory like user management, setting logon policy restriction etc. as per the scope.
* Managing Antivirus **(Symantec Endpoint Protection)**, group policy and daily patch management.
* Managing **Symantec DLO** (Desktop & Laptop Option) for daily data backup & restore both from Server End and Client End.
* Windows File Server creation and configuration of mapping with respective dept as per business requirement.
* Configuration & troubleshooting MS Lync & MS Outlook.
* Installation and Configuration of Network Printer.
* Remote support to the users over the phone and through SCCM, Lync, WebEx Meeting.
* Providing Security Awareness Training to users and responsible for maintaining the security and software compliance.
* Helping/Guiding team members in the Desktop support on Windows XP / Windows 7 / Windows 8 / Windows 8.1.
* Providing Quality Services to users, and dealing tactfully with complaints & for tickets raised.

**Professional Course**

* Jetking Certified Hardware & Networking Professional (JCHNP) from Jetking Jamshedpur

**Academic Qualification**

* B.A. (Political Science) from Vinobha Bhave University in 2012
* Intermediate from JAC, Ranchi in 2008
* Matriculation JAC, Ranchi in 2005

**Reference**

* Jnana Ranjan Dhal , Project Lead (TCS Employee ID- 344440 ,[Jnana.dhal@tcs.com](mailto:Jnana.dhal@tcs.com)),Ph-7209065243
* Sanjay Kumar Rajhans, Reporting Manager (TCS Employee ID – 496443,[sanjay.rajhans@tcs.com](mailto:sanjay.rajhans@tcs.com)) Ph-8092082536

**Personal Details**

Date of Birth 17 July 1990

Father’s Name Md. Alam

Mother’s Name Asma Begum

Gender Male

Marital Status Single

Nationality Indian

Languages Known English, Hindi

Passport Number L5518561

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| --- | --- | --- | --- |
| Address |  | Correspondence Address: | Permanent Address: |
|  |  | Madani Musafir House  Bistupur Mosque  Bistupur, Jamshedpur  Pin -831001, Jharkhand | Neta Ji Road, Dusadh Tola  Ramgarh Cantt -829122  Jharkhand |

**Declaration**

I hereby declare that the above written particulars are true to the best of my knowledge and belief

Date:

Place: Jamshedpur Md. Salam