Curriculum Vitae  
  
Selot Huzefa

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+91 9687806785



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| Career Objective |

Willing to work in challenging and motivating environment, where my Creative and Analytical skills contribute in a major way towards the growth of the Organization that offers me a learning opportunity and professional growth.

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| Work Experience |

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| **Company Name :** | **Acma Computers** (**Client :Avi Global Plast Pvt.Ltd**) |
| Name of position : | Desktop Support Engineer. |
| Duration : | Jan-12-2021 to till Date. |
| **Job Task :-**   * Managing an Active Directory environment, including user administration. * Maintaining Active Directory Services on Windows Server 2012 R2 domain controller. * To manage the ERP server (BHALCON) and manage the ERP application * To manage the Antivirus server (Seqrite) and Co-ordinate with respective team for the fast resolutions. * To check and update the latest virus definition in server and client system. * To manage the mail server using Mdaemon email application and Comodo-Dome Anti-Spam. * To maintain and manage the company all network equipment’s and LAN connectivity. * To manage and maintain the company all CCTV camera’s network and maintain all DVRs. * Identify & troubleshooting in CCTV camera and also IVMS software. * Using remote application tools like Tight VNC. * Installation and Configure of Microsoft Outlook. * Installation, configure and troubleshooting in ERP application and standard software’s. * Installation and troubleshooting of USB, Network and Barcode printers. * To perform the preventive maintenance activity of all system, laptop, printer and other parts related to IT infrastructure as per policy. * Vendor Co-Ordination, IT Assets procurement and IT Inventory management.. | |

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| **Company Name :** | **Hi Tech informatics** (**Client : Welspun India Limited**.)  **I have been working on behalf of IBM as IT Service Desk Engineer for the client Welspun India Limited.** |
| Name of position : | IT support Executive at Service Desk Support. |
| Duration : | Nov-15-2017 to Jan-11-2021. |
| **Job Task :-**   * Monitoring the Service Desk mailbox and accordingly working on tickets such as Acknowledgment/Prioritization/Categorization/Assignment/Closure. * Ensure issue escalation to local & onshore team via e-mail/telephone with accurate information and regular updates * Logging calls with respective vendors, Coordination/Escalation for timely resolution for the signed SLA. * Ensure all Support SLAs are met and consistently maintained for 95% of Support Incidents handled. * Provide technical support over phone as well as online through Team viewer,VNC. * Timely follow–up with vendors & resolver groups in terms of ticket updates/closure per SLA. * Provides information regarding ticket to users. * Managing the IT operations. * Microsoft Office experience including Excel and Outlook O365 * Basic File server management operation. * Company standard Software installation. * Creates and maintains service reports. | |

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| **Company Name :** | **Mexus Education Pvt Ltd.** |
| Name of position : | IT support Executive. |
| Duration : | Sept-15-2016 to Nov-15-2017. (1.2 year) |
| **Job Task :-**   * To provide technical support over phone as well as online through Team viewer. * Handles incoming calls or inquiries from prospective customers or clients. * To raise ticket for each issue using CRM. * Assists customer by solving their issues. * Provides customer additional information or explains services. * Discusses products offered and ensures customer satisfaction. * Installation of Iken Software & SQL Database Configuration. * Solving software queries Online through Team Viewer/ Ammy Admin. * Creates and maintains service reports. | |

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| **Company Name :** | **Softyoug Solutions (VAPI).** |
| Name of position : | Web developer |
| Duration : | 6 Month (Internship). |
| Project Name : | Marketing Tool (Email-SMS) |
| Language : | Android,PHP.JSON |
| Back End : | Microsoft SQL SERVER, IIS Server |
| Project overview: It is an Android app where user can do marketing by sending Emails & SMS regarding any product to customers. This tool allow user to add, maintain customer details and do the marketing accordingly. | |

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| IT Skills |

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| Language | PHP,HTML. |
| Operating System | Windows XP,Windows 7,8 |
| Database | Microsoft Sql server,My Sql, Apache, Oracle. |
| Server Technology | Wamp, IIS |

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| **Additional Course :** | **Hardware & Networking** |
| Institute : | National Institute of Computer Technology (NICT) Fully Accredited By The Department Of Information Technology, Government Of India. |
| Website : | [www.nictindia.org](http://www.nictindia.org) <http://www.nict.edu.in> |
| **Tool Knowledge:** |
| 1 ) Mexus CRM tool |
| 2) BMC Remedy Salesforce |
| 3) ICD Maximo Tool |

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| **Strengths :-** . Self-motivated, Confident and quick learner . Team Player & management skills   **Hobbies :-** Web Surfing, Reading Books, Traveling & Social Activities, learn new things. |

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| Education Qualification |

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| **Board/University** | **Examination** | **Percentage** | **Name Of School/College** |
| Gujarat Technological University | M.C.A  (2014-2016) | 7.57/10 (CGPA) | Laxmi Institute Of Computer Application,Sarigam |
| Veer Narmad South Gujarat University | B.C.A  (2011-2014) | 6.52/10 (CGPA) | Laxmi Institute Of Computer Application,Sarigam |
| Gujarat Secondary & Higher Secondary Education Board,Gandhinagar | H.S.C  (2010-2011) | 50.00% | Modern English High School,Vapi. |
| Gujarat Secondary & Higher Secondary Education Board,Gandhinagar | S.S.C  (2008-2009) | 52.31% | Modern English High School,Vapi. |

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| Personnel Information |

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| Name : | Selot Huzefa. |
| Sex : | Male |
| DOB : | 4-9-1992 |
| Nationality : | Indian |
| Marital Status : | Single |
| Language : | English ,Gujarati,Hindi |

I hereby declare that above mention details are true and correct to the best of my knowledge’s and belief.

**Date** :

**Place** : Vapi **Selot Huzefa.**