Mohammed Harris

Nagercoil

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🌐 https://github.com/Sirrah-py in https://www.linkedin.com/in/mohammed-harris-7398b4215

🐦 https://twitter.com/Mohammed_Hars?t=Mdt-WIVsrOzOssDneqGcjg&s=01

OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognize the value of hardwork and trust me with responsibilities and challenges

EXPERIENCE

05/07/2021 - Current

- **Sysnet Global Technology Pvt Ltd**
  Technical Support Engineer

  - Monitoring incident and service request ticket queues and work on assigned tickets.

  - Have experience in ticketing tools like Remedy and Service-now.

  - Respond to requests for technical assistance by chat, email or using ticketing tools.

  - International Process, Remote Support for End-users from Malaysia and Japan

  - Incident resolution and Ticket closure

  - Knowledge of ITIL process

  - Understanding of technical support practices such as ticket documentation, SLAs, escalation processes

  - Skilled in Troubleshooting, Configuration, Application related issues, Software installation, Operating System, Hardware Issue

  - Deep understanding of the Linux OS Concepts and proficiency in writing Linux commands

01/09/2019 - 27/06/2021

- **JP Computers**
  Desktop Support Engineer

  - Advance knowledge of computer hardware systems, chipset, memory module and peripheral replacement

  - Installation of various OS like windows, linux(Ubuntu, Fedora, Centos, etc)

  - Installation of hardware & Software based on the company requirements on barebone Desktop

EDUCATION

2015 - 2019

- **CSI Institute Of Technology**
  B.E Computer Science
  62%

SKILLS

- Python (Basic Scripting)
- Linux (Essential Commands)
- Windows (Configuration & Troubleshooting)
- Mysql (Basic commands)

ACHIEVEMENTS

- ✓Fundamentals of Red Hat Enterprise Linux (E-Learning) Verify Certificate: https://www.coursera.org/account/accomplishments/verify/QNXBPQXL6PHU
- ✓IT Support Specialist Professional Certificate from Coursera (E- Learning) Verify Certificate: https://www.coursera.org/account/accomplishments/specialization/ certificate/8CWLNHUAN6L4
- ✓Python from Coursera(E-Learning) Verify Certificate: https://www.coursera.org/account/accomplishments/certificate/C5SXYGA4HUWE
- ✓Crash Course on Python (E-Learning) Verify Certificate: https://www.coursera.org/account/accomplishments/verify/E3R8MJUXHC25

INTERESTS

- IT Support Specialist
- Python IT Automation
- Linux Administration

ACTIVITIES

- Learn Linux and Python (Coursera, Youtube, LinkedIn)
- Watching Webseries (Genres - Science Fiction)
- Based on youtube videos turning i5-2nd gen pc as (NAS,nginx,Docker networking & more projects) - Only on Weekends

LANGUAGES

- ✓ English
- ✓ Tamil
- ✓ Malayalam(speak)

REFERENCE

- **Khang Hwei Tan - "Standard Chartered Bank Malaysia"**
  Manager - End User Support Services
  https://www.linkedin.com/in/khang-hwei-tan-b8b57994
  +60395486868

PERSONAL SKILLS

- Time Management
- Problem solving
- Quick Learner
- Leadership
- Self Learning