**MOHAMMED AKRAM**

**IT Support Specialist**

Passport No**:** **L8688117**

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Email: **mohdakram524@gmail.com**

**CAREER OBJECTIVE**

Desktop Support Engineer with a proven record of enhancing technical support procedures and providing tailored software solutions, and surpassing all customer service level objectives. Comprehensive 3 year history with leading technologies, including multidisciplinary experience in:

**Skill Set**

* Windows 7, 8, 8.1, 10 Desktop Clean Installation, Migration and Supports.
* Windows 2008, 2012 Server Installation and Configuration.
* Mail Client and Office365 Suit Support.
* Maintain and support backups for servers

and clients.

* Monitoring and Deploying software, patches Using Manage Engine.
* Malware Analysis and Data Backup / Recovery
* Computer IT Security/Forensic.

**Employment Scan**

Worked for **Knoah Solutions Pvt.Ltd** as **Technical Support Associate** **(Feb 2016-June 2017)**

Worked for **Z Smartway Services** as **Desktop Support Engineer** **(March 2014- Jan 2016)**

**IT Support Engineer role:**

* Worked as a computer hardware and System Engineer which includes managing and troubleshooting of the all the computer and network related problem.
* Installing system’s with Windows 7 or migrating to Windows 10 and installing the general software’s according to the requirement.
* Deploying Active Directory Service, in Windows 2008, 2012 Server.
* Backup of Enterprise Applications hosted on Windows Server 2003/2008/2012
* Installing, configuring and maintaining DHCP Server, DNS Server, FTP server.
* Troubleshoot Desktop related issues in windows 7, 8, 8.1,10 PC and Laptops.
* Responsible for managing LAN/WAN installation and arrangement for Network PCs performing.
* Connectivity, system setup, network virus inoculation, hardware and software trouble shooting Etc.
* Deploying software patches using Desktop Central.
* Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment
* Responsible for the software installation and its configuration.
* Responsible for creates emails accounts, create user account for new student and employee.
* Responsible for monitoring, operating, managing, troubleshooting and restoring to client pc and laptop.
* Setting up user accounts, permissions and passwords using group policy management.
* Installation Configuration and Troubleshooting of MS-Outlook &, web Mail Client and Office suits.
* Maintain, Schedule auto backup of the Users and Outlook data files using Cobian backup Software.
* Handling all the printer related issues and provided remote support for VIP users.
* Auditing the Laptop’s and system’s every month for uninstalling the unauthorized and deleting the unwanted data as per the compliance.
* Dealing with hardware and application support queries and issues reported to the support desk and escalated to the System Administrator.
* Diagnose and troubleshoot technical issues, including account setup and network configuration over the phone.
* Responsible for service level management.
* Provides backup support and assistance to the Network Administrator as needed.
* Remote support of on-site engineers and end users/customers during installation.
* Ask customers targeted questions to quickly understand the root of the problem. Track computer system issues through to resolution, within agreed time limits.
* Properly escalate unresolved issues to appropriate internal teams.
* Prioritize and manage several open issues at one time also Provide prompt and accurate feedback to customers.

**Professional Certification**

* Microsoft® Certified Solutions Associate (**Certification Number: MS0617101456)**
* Microsoft Certification ID : **327846428**

**Academic Credential**

B.Tech in Computer Science Engineer

Jawaharlal Nehru Technological University Hyderabad  **(July 2010 to July 2014)**

**Declaration**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the authenticity of above mentioned particulars.

Yours faithfully,

**MOHAMMED AKRAM**