****

**Name:** Yaseen  
**Phone:** +971527482922  
**E-mail:** yaseendxbd@gmail.com

CAREER OBJECTIVE:

Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization

**CAREER EXPERIENCES:**

**System Support**

-Hands on experience of Desktop and Laptops issues with hardware and OS related problems  
 -Diagnosing and troubleshooting Laptop and desktop issues.  
 -Hardware installation, testing, cleaning, troubleshooting, repair and maintenance

**Internal Desktop Support Specialist**

-Provided functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, LAN, and remote systems.   
 -Deploy and configuring PCs, Workstations and Laptops.   
 -Maintenance, Troubleshooting of Desktop Pc’s, Laptops  
 -Operating System Installation of Windows XP/VISTA Windows 7 and windows 8   
 -Installation and Raid configuration of Windows server 2008.  
 -Explains the exact cause of problem and provided solutions to it.  
 -Responsible for responding to client calls on hardware issues

**Responsibilities**  
 -Implementing and configuring the corporate LAN environment.  
 -Hardware and Microsoft support for the Client machines.  
 -Installation and configuration of network Printers.  
 -Outlook configurations and support.

**Technical Support Engineer**  
 - ATS GLOBAL SOLUTIONS, Bangalore, August 2011 - Oct 2013

**Responsibilities**  
 -Trouble shooting and repairing of Desktops and Laptops.  
 -Installation of windows 2007, Windows server 2008, Configuring DNS, DHCP and Active directory.  
 -Outlook configurations and support.

PROFESSIONAL EDUCATIONAL PROFILE:

I have completed my **Bachelor of Engineering in Information Science and Engineering (ISE)** from **K.N.S Institute of Technology (V.T.U)**, Bangalore, Karnataka. India

**PROFESSIONAL TRAINING**:

-Microsoft Certified IT Professional   
 -Cisco Certified Network Associate

TECHNICAL SKILLS:

-E-Mail Client Configuration & Support (Microsoft Outlook and Outlook express)

-Windows 8, Windows 7,Vista and XP professional Client Operating Systems.

-Proficient with Microsoft Office Packages.

-Knowledge over LAN technologies like

-Sound knowledge on IP addressing schemes

KEY SKILLS:

-Experience with Windows XP / VISTA / Windows 7, Windows 8.

-Experience with MS Office Packaged and Mail Client

-Good Idea about Active directory, DNS and DHCP.

-Well experienced in corporate desktop support environment.

-Idea about VMWare

PERSONAL DETAILS:

**Date of birth:** 15th OCT 1985

**Fathers name:** Mohammed Ali.B

**Nationality:** Indian

**Religion:** Islam

**Marital Status:** Single

**Languages Known:** English, Hindi, Urdu, Kannada

**Visa Status:** Visit

**DECLARATION**

**----------------------------------------------------------------------------**

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

**Date: Place: Dubai (Yaseen)**