

CURRICULUM VITAE



BHASAN ALI

B.Tech in Computer Science & Engineering

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CAREER OBJECTIVES:

To Serve the Organization as an Administrative Assistant with dedication and commitment to get better results and willing to work as a key player in challenging and creative environment.

Total Work Experiences: Total work experiences 16 years.

Present Company-3 : **Dar Al Mahabbah Readymade Garments Trading L.L.C**

Duration : **May 2021 to Nov 2024**

Designation : **Office Administrator Assistant**

PROFILE SUMMARY: IT Support: Setup and configures new computer and internet equipment. Perform Routine inspection of equipment. Update computer software and operating system. Remotely or physically assist in computer related concerns. Configure New Desktop, routers, modem, Switch, CCTV, Projector and similar devices. Working on Active Directory, user creation and deletion, Policy setup. Diagnosing and analyzing problems reported by end users. Monitor and maintain network performance, strong background in troubleshooting, manage network, & have knowledge of network protocols, routing and switching technology, firewalls, VPNs etc. Data sharing and security. **Supervision:** Plan and supervise all activities in the assigned area to meet all performance objectives. **Continuous Improvement:** Participate in initiatives for innovation and continuous improvement in pursuit of greater productivity. **Committee Meetings:** Work closely with the MD to organize agendas for Board and executive team meeting including assembly of background documents and circulating them ahead of the meetings. **Administrative Supports:** Senior management and customer meetings to ensure accurate records are maintained of all action points for implementation. Handling problem calls, correspondence and communication support. Organizing meeting, briefings and departmental internal events including invitations, room booking. Managing stationary stock, handling stationary requirements and support on pantry supplies. Filling and updating the required documents. Processing various departmental forms including leave requests and business travel authorizations.

Previous Company-2 : **Minosha India Ltd. (RICOH INDIA LTD).**

Duration : **December 2016 to April 2021**

Designation : **Customer Engineer (Service)**

Job Profile: (MFP & LP Support):

- Technical support engineer to resolve MFP, LP printer, copier, and multi-function printer issues related to O/S and other application issue, over telephonic support or through remote desktop apps.
- Technical support provide to field engineers. • SLA management. • Spare parts management.
- Firmware up gradation. • Managing service delivery & operation for PAN India & National Tech Support.
- Monitoring ASP (Partner) performance. • Assessing engineer performance and delegating them to ensure timely completion of the job. • Supervising the team of engineers to successfully commission and handle different projects. • Conducting intensive training sessions for the team to increase the overall productivity.
- Providing technical support for the Multi-Function Devices to the engineers. • Rendering pre-sales technical support to the sales & marketing team. • Working on projects to improve service performance of organization by improving: Engineer's performance through service visit ratio.

Previous Company-1:**Wipro InfoTech LTD as Contractual Basis.**

(Worked for India Customs Office & Schneider Electric Ltd.)

Designation :**Technical Support of Servers and Desktop****Duration :****Feb 2008 to Nov 2016****Job Profile : (Desktop & Server Support):**

Active Directories installation, configuration and users account creation and group's management. Troubleshooting Active Directory replication problems. Managing technical support, internal consulting function and assets maintenance. Maintaining vendor relationships locally/nationally to provide service on a timely basis and good. Updating servers, desktops and laptops with latest service packs and patches. SCCM client configuration, setup, troubleshooting remotely technical support over phone in difference location. Creating standard Net-backup policies and taking back-up of the servers. Restoring the data as per the customer request. Providing server health checkup reports. Preparing monthly work status report and updating technology specific documents. IBM Lotus Notes Installation, configuration and resolved the problems of mail sending/receiving. Remote administration of servers for any problem across Fidelity offices related to Microsoft Windows operating system. Printer server installation and configuration. System performance monitoring, optimizing server performance, creating domain and workgroups, creating user accounts and registry troubleshooting.

EDUCATIONAL QUALIFICATION

Bachelor degree in Computer Science and Engineering.

PERSONAL DETAILS:

Father's Name : Kashem Ali
Date of Birth : 03/11/1980
Nationality : Indian
PAN No. : AKLPA7509F
Passport No. : U9255196

PERSONALITY TRAITS:

▪ I am an eager, committed and enthusiastic professional, who is flexible and determined. ▪ Perfectionist in my endeavors and objectives. ▪ I am honest at my work and generally confess and correct myself to any constructive criticism. ▪ I am a great Team Player and add value to any organization or team I am a part of.

Languages Known (R\W): English, Hindi, Urdu and Bengali**Permanent Address:** Village: Mollapara, Post: Sri Mayapur, Dist.: Nadia, Pin: 741313, West Bengal, India.**Present Address:** Flat no: 303, 3rd floor, Alnahda-1 Building, Alnahda, Dubai, United Arab Emirates.**Declaration:**

I hereby declare stated particulars are true and correct to the best of my knowledge and I have full flexibility in working in any location and in any shift.

PLACE:**DATE:****(BHASAN ALI)**