

MOHAMED FASITH B

Systems Engineer

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Deira,Dubai



SUMMARY

To work in the organization with the responsibility and dedication to the job and putting more effort to achieve the vision and mission of the company as well as an individual and in association with the team

WORK EXPERIENCE

IT Systems Engineer

VDA Infosolutions Pvt

12/2020 - 07/2023 Chennai

- Held the 24/7 support hotline on a monthly basis and performed necessary interventions during emergencies to resolve technical issues
- Handling Cisco AMP Involved in outlook configuration and troubleshooting
- Handling client mail and ticketing tools service now
- Security Endpoint Management
- Using Security Parameter Tools SCCM, DLP, PMC, Tanium and
- Windows defender Experience in handling ticketing Tools For Service Now
- Experience in Working on Non Compliance and resolving the Issue in person and remotely Knowledge in depolying Patches & Updates
- software keeping efficient and accurate updated versions and support
- Proficiency in Microsoft Office & Os Installation Windows 10 & 11

IT Helpdesk

Panasonic Marketing Middle East Africa

10/2023 - 12/2023 Dubai

- Serving as the primary point of contact for customers seeking technical assistance via phone or email channels
- Proficient in utilizing Active Directory and Manage Engine tools for system administration tasks
- Experienced in configuring and managing Security Parameter Zscaler, Parablu, Trend Micro, and Bitlocker for network security measures
- Skilled in handling ticketing systems within Manage Engine for efficient issue tracking and resolution
- Possessing knowledge of Firewall configurations, DNS management, POP3, SMTP, HTTP protocols, and TCP/IP networking fundamental

EDUCATION

B.E Computer Science Engineering

Mohamed Sathak A.J.College Of Engineering

08/2016 - 11/2020

GPA

6.45 / 10

Higher Secondary School

Al-Ameen Matriculation Higher Secondary School

04/2015 - 04/2016

GPA

6.5 / 10

SKILLS

Technical Tools and Software

Cisco Configuration DLP

Encryption Troubleshooting

Windows Defender Bitlocker

Logmein Tool Networking

Microsoft Office 365 SCCM

Active Directory & Manage Engine

Patches and Updates

PERSONAL PROFILE

Date of Birth

11/07/1998

Languages

English,Tamil,Malayalam

Father's Name

Y. Basheer Ahamed

Gender

Male

Nationality

Indian

Religion

Islam

Marital Status

Single

Visa Category

Visit Visa

References

Available Upon Request

DECLARATION

I hereby declare that all the above information is given by me and true up to best of my knowledge and brief