MOHAMED FAISAL RAHAMATHULLA

Mobile No: **0503376343**   .
Email: **Mohamedfaisal7447@gmail.com**

OBJECTIVE

I have proven abilities in troubleshooting hardware, software and
Network related issues. I excel at providing excellent customer service
And possess excellent communication skills. My biggest achievements
Include successfully configuring and peripherals for a prestigious company. I
am highly skilled in Windows 10, Office 365, Active Directory, VMware ESXi,
DNS, DHCP and Group Policy Configurations.

PROFILE SUMMARY

- ❖ Quick to learn and grasp new systems and procedures.
- ❖ Exposure in Sales concepts
- ❖ B.TECH(Bachelor of technology) – Anna University, Tamilnadu, India
- ❖ Excellent leadership Qualities and a good team player.
- ❖ Energetic, efficient and hardworking.
- ❖ Organizing and updating the daily records for easy reference.
- ❖ Good communication skill.
- ❖ Sincere, Trustworthy and Punctual.

Computer Software Proficiency

- ⇨ Word, Excel, Outlook, Powerpoint, Access.
- ⇨ Excel, Google Drive, Open Office, pivot tables, vertical lookups, macros.
- ⇨ Outlook, Gmail, mail merge, filters, folders.
- ⇨ Docs, Drive, Forms, Gmail, Sheets.
- ⇨ MacOS, Microsoft Windows.

ACADEMIC QUALIFICATIONS

2015-2019   :   Bachelor of technology– B.tech anna University
                         Tamilnadu, India.

2013-2015   :   Board of Higher Secondary Examination Tamilnadu,india.

Work Experience:

Desktop support engineer

Abile Technologies ltd.   2021-2023

Roles and Responsibilities:

- Responds to client inquiries.
- Provides technical support to users.
- Troubleshoots Hardware and Software issues.
- Provides Instructions or directly set's up desktop hardware.
- Assists with Installation of computer software and operating system Updates.
- Records logs of rendered support.
- Asking targeted questions to diagnose problems.
- Report customer feedback and potential product requests.
- Test alternate pathways until you resolve an issue.
- Help create technical documentation and manuals.
- Configuring security systems and maintaining the network infrastructure.
- Provide access to the file and folder through the file server based on Users level.
- Providing internet access to the user over the proxy server based on Requirements.
- Working with the Active Directory server for creating and maintaining Users and computers.
- Monitoring servers and network devices on a daily basis.

Skills:

- Ability to perform remote troubleshooting.
- Excellent problem solving and multitasking skills.
- Knowledge of Network Security Practices and anti virus programs.

Passport Detail

Passport No   :   V 5979312
Visa status   :   Visit visa

Personal Details

Date of Birth   :   06 Feb 1997.
Sex   :   Male
Marital status   :   Single.
Nationality   :   Indian

Languages Known

English   Tamil   Malayalam

DECLARATION:
I hereby declare that the information furnished above particulars are true and correct to the best of my knowledge and belief.

Place:
Date :   **MOHAMED FAISAL R**