

MOHAMED FAIZAL A R

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Dynamic technical support professional with two year of hands-on experience in resolving complex technical issues and enhancing user satisfaction. Proven ability to diagnose and troubleshoot hardware and software problems efficiently while managing support tickets and escalating advanced issues as needed. Known for strong problem-solving skills, effective communication, and a commitment to delivering exceptional service. Adept at leveraging technical knowledge to provide clear guidance and ensure seamless user experiences.

Education

- **Master of Computer Application** **Jun 2022 – Jul 2024**
Alagappa University
- **Bachelor of Computer Science** **Jun 2019 – Jun 2022**
Bharathidasan University

Skills

- Java
- HTML 5
- Hardware / Software Installation
- Networks and Devices
- Technical Support
- Leader Ship
- Time Management
- Teamwork & Collaboration

Work Experience

SOFTWARE ASSOCIATE **Jul 2022 - Aug 2023**
Capgemini Technology Services India Limited, Bangalore.

- Working as a IT Help desk.
- Provided technical support to users on hardware and software installations and troubleshooting issues.
- Performed system maintenance tasks including backups, archiving files, monitoring disk space usage.

CCTV INSTALLATION **Dec 2023 - Present**
Nano Wi-fi, Koothanallur.

- Conducted site surveys to determine optimal placement of cameras based on customer specifications.
- Configure camera's with Modem.
- Repaired damaged cables or replaced broken parts as needed.
- Ran diagnostic tests before, during, and after installations to ensure proper operation

Languages

- Tamil
- English
- Malayalam