R Nisar Ahamed

Al Twar 3, V62, Dubai.
(971) 563642689.
nisarahamed666.na@gmail.com
linkedin.com/in/nisar-ahamed-24feb1997

IT Professional with more than two years of experience, specializing in computer network installation and maintenance, providing technical and help desk support, troubleshooting and monitor support, hardware and software component configuration and repair, web and graphic design, customer support, inbound & outbound, data management and technical problem resolution.

PROFESSIONAL EXPERIENCE

DUBAI HEALTH AUTHORITY,   **Dubai, UAE**
Administrative Assistant   *2021 - 2022*

- Provide IT support for team members, manage network devices, switching and routing, computer build and setup including software and security updates.
- Coordinate with lead support engineer and monitor local network performance, troubleshoot technical issues with operating system, software, hardware and connectivity.
- Perform administrative activities such as setting up user accounts, customer support, documentation, managing software access for users and application monitoring.
- Creating IT service desk metrics of the organization, reviewing the team's recording of routine issues with appropriate communication and escalation to managers.
- Record immunisation data, document control, inbound and outbound calls, and crm support functions, investigate, review and approve clearance certificates.
- Backend support for alhosn health application and data entry, database cleanup by Salama and Hasana Software.

BEAMING INDIA SOLUTIONS,   **Bangalore, India**
Web & Graphic Designer, IT Support   *2019 - 2020*

- Working with team members to create fast-paced digital content and graphic design from start to finish, designing images, icons, banners, brochures, etc.
- Registering domain names, setting up email accounts, social media accounts, digital analytics and promotion through SEO and digital marketing.
- Creation of creative and friendly responsive websites, template customization, database management from start to finish using existing technology.
- Pro-actively worked to improve existing websites by updating new ui/ux design, relevant content and graphics, MS Office staying up-to-date with current trends.
- Install and upgrade computer software, licenses, helpdesk support and IT administrator.
- Collaborate with SEO team lead, sales, IT, client and content teams on design, implementation and marketing, analysis, optimization of keywords and trends.

EDUCATION

MASTER OF COMPUTER APPLICATION   **Trichy, India**
MCA ,   *2017 - 2019*
Jamal Mohamed College.

BACHELOR OF INFORMATION TECHNOLOGY   **Trichy, India**
Bsc (IT) ,   *2014 - 2017*
Jamal Mohamed College.

TECHNICAL SKILLS

- Completed course in Hardware & Networking, CCNA.
- Well familiar with ip configuration, LAN, WAN implementation.
- Routing & switching, hardware device configuration & technical support.
- Knowledge of Windows migration and network troubleshooting.
- Proficiency in Microsoft Office (Word, PowerPoint, Excel, Outlook).
- Knowledge of Adobe Photoshop, CorelDraw & Illustrator (basics).
- Template customization & knowledge of Canva for UI and UX designs.
- Knowledge of html5, css, js, jquery for web and graphic content.
- Intermediate knowledge of digital marketing, e-commerce, advertising and SEO.
- IT helpdesk support, network administration, customer support and CRM platforms.

PERSONAL PROFILE

- **Father Name** - A Rashid Ahamed.
- **Date Of Birth** - 24/02/1997.
- **Nationality** - Indian.
- **Passport No** - U7941977
- **Visa status** - Visit Visa.
- **Languages** - English, Tamil.

R.Nisarahamed