

Waseem Fairoze Bhuhari

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Botim

Telegram



Objective

To secure a challenging and dynamic position as an IT support Engineer where I can utilize my technical skills, experience, and passion for technology to deliver exceptional support to clients. To obtain a position that will enable me to use my strength organizational skills

Profile

I am self motivated, reliable, responsible and hard working person also I am a mature team worker and adaptable to all challenging situation

Summary

- Experienced IT Support engineer with over 7 years of experience in providing technical support to clients
- Strong technical background with knowledge of various operating system, networks and programming language.
- Proven ability to troubleshoot hardware and software issues, install and configure computer system and provide technical support to users.
- Excellent communication and interpersonal skills, able to work effectively with clients and colleagues
- Experienced in Computer Software and Hardware Assemble, installation and configure Printer, CCTV Service And Maintenance

Career highlights

- Delivered best satisfaction to client upgrade system and service

Experience



IT Support Engineer

Electronics Avenue

March 2015 - Jan 2019 (4 years)

- Managed develop increasing monthly sales and service support
- Modified customer service support system to reduce complaints improve client satisfaction
- Provide technical support to clients, troubleshoot hardware and software issues and installing, configuring computer systems.
- Assisted clients with various technical issues, including printer, CCTV and hardware support
- Collaborated with sales team to identify new business opportunities and increase company revenue
- Contribute to the improvement of support processes and procedures, increasing efficiency and effectiveness.



IT Support Engineer

Ks Electronics

Feb 2019 – Feb 2023 (3 years)

- 7 years experience computer hardware service, os installation and troubleshooting software error, printer service engineer in laser and ink tank printer, tonner refill
- Lan installation RJ45 cat 4 and cat6 crimming jack pin configure router and cctv maintenance
- Experience in adjudication type of environment. Knowledge in analysis, implementation and corrective planning. Engaging and motivational skilled at training, coaching and developing highperformance employees. Ability to build positive environment, inspire trust.
- Maintain Client history for future reference, reported to head daily, weekly and monthly update sale and service, monitor daily new tech and system upgrade, company active sales and service update client digital marketing like youtube, twitter, instagram, face book and what's app.
- Ability to work under pressure & independently
- Flexible mature to deal with dynamic situation
- Good communication skills, confident and hard working

Education



Sri Venkateswara College of Engineering and Technology

Bachelor of Technology, Information Technology

2011 - 2015

CGPA 6.23



Dr. Natarajan Matric Hr Sec School

12, Computer Science

2010 - 2011

Mark Scored 828/1200 69%



Dr. Natarajan Matric Hr Sec School

10, General Studies

2008 - 2009

Mark Scored 383/500 76%

Additional Skills

Microsoft Office • SQL • Python (Programming Language) • Java • Printer Support • CCTV Installation • Networking • Computer Hardware • Computer Maintenance • Computer Hardware Troubleshooting

Personal Profile

DOB	:	19-01-1994
SEX	:	Male
Marital Status	:	Married
Religion	:	Islam
Nationality	:	Indian
Visa Status	:	Visit visa (transferable)
Passport no	:	N2751611
Expiry Date	:	01/09/2025
Language known	:	English, Tamil, Hindi Beginner
Father Name	:	Bhuhari A
Permanent Address	:	No 6, Mettu Street Asanallikuppam Nemili 631051 Ranipet District Tamil Nadu, India

Declaration

I hereby declare that all the information given above is true and correct to the best of my knowledge. All the information shared in the resume is correct, and I take full responsibility for its correctness. I solemnly declare that the information in this resume is true to the best of my knowledge and belief

Waseem Fairuze Bhuhari