

IT HELPDESK

Professional Summary:

Motivated IT Support Technician dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job achievement of departmental goals.

Educational:

- BCA with Gujarat University
- Higher Secondary Certificate at S.K.High School
- SSC in Haji G U Patel High School

SUMMARY OF SKILL:

- Comfortable in working independently as well as a team member.
- Assisting users in person and remotely with hardware-related concerns.
- Utilizing technical training to resolve concerns related to software functionality.
- Providing phone and online support to users.
- Working in a team-oriented environment.

TECHNICAL SKILLS:

- Installing and configuring Network (Routers and Switches)
- Configuration of Routers and switches.
- Troubleshooting networks.
- Provide Windows and Network connectivity.
- Provide technical support to End-User as per IT related issues.
- Coordinate with Backend support staff.
- Experience in Windows OS Installation, Troubleshooting, Performance tuning, Monitoring, Windows Updates.

- Responsible for Installation of new and used hardware units and components.
- Responsible For investigation, diagnosis and recovery within the defined service levels.
- Provide updates as required by Service Desk.
- Coordinate activities with help desk, network services, or other information systems groups.
- Responsible for Installing Desktop Computers, laptops, printers, scanners.

Working Experience (3+ Year)

IT HelpDesk At Hyundai Cars Ltd.

Additional Capabilities:

- Able to perform other clerical duties as needed.
- Positive attitude and excellent interpersonal skills.
- Demonstrated ability to maintain good manners and efficiency in routine professional relationships.

Personal Details:

Name : Hassan Abrar Sibhai
E-mail Address : sibhai12892@gmail.com
Date of birth : 19th Aug 1992
Gender : Male
Marital status : Single
Languages known : Arabic,English, Hindi & Gujarati
Nationality : Indian

Declaration:

I certify that to the best of my knowledge and belief, the data furnished above correctly describe my qualifications, my experience, and me.