

Syed Yasaruddin

Email: syedvasaruddin@gmail.com

Mobile: +919000221902

IT Support Engineer



AREAS OF EXPERTISE

Networking – Switches / Routers

SQL

1st/2nd line issues

Infrastructure support

Server support

Microsoft technologies

Remote support tools

PROFESSIONAL

*Microsoft Certified
Desktop Support
Technician (MCDST)*

*Master in Network
Administration
plus (MNA+)*

Oracle DBA

PERSONAL SKILLS

Problem solving

Commitment to outcomes

Highly analytical

Helpful attitude

PERSONAL DETAILS

*Name: Syed Yasaruddin
Mobile: +919000221902
WhatsApp: +919000221902
Email: syedvasaruddin@gmail.com
Skype: syed_yasaruddin@skype.com
DOB: 12 April 1992
Nationality: Indian
Marital Status: Single
Passport No.: L9406860
Languages: English, Hindi, Urdu*

PERSONAL SUMMARY

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for a ambitious and expanding company.

WORK EXPERIENCE

IT Consultancy Firm – Coventry

IT SUPPORT ENGINEER July 2017- Present
Netmetric Solutions

Responsible for supporting the company's SME clients at all levels as part of a helpdesk team. Ensuring that all hardware and software is configured and installed correctly.

Duties:

- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Maintain the companies network infrastructure.
- Networking and providing support for Windows, Macintosh Linux issues.
- Configuration and testing of any new hardware and software.
- Travelling to client sites to help with installs, deployment, and troubleshooting.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and server operating systems.
- Assistance with training of staff and compiling procedural documentation.
- Ensure computer hardware is safe & complies with health and safety legislation.
- Applying patches in accordance with company procedures.

KEY SKILLS AND COMPETENCIES

- Experience as a Team Leader for projects and systems migrations.
- Excellent customer facing skills.
- A positive attitude towards customer service and good communication skills.
- Experience of Windows server 2008, Win 7/8.1/10 professional /MS office
- Technical support experience of servers and network infrastructure.
- Ability to be clear & concise when explaining technical procedures to customers.

ACADEMIC QUALIFICATIONS

Bachelor's in Computer Science & Engineering
JNTU University **July 2011 - May 2016**
Master in Network Administration plus (MNA+)
Jet King India

REFERENCES – Available on request