Curriculum vitae

Mohammed Irshad

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Professional Summary

Highly experienced IT technician with a strong background in software/hardware computers and Laptops repair (field and lab) and IT network system administration. Qualified for the following:

- Troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
- Performing computer installation and operating system configuration in designated networks.
- Administering and monitoring performance of LAN/WAN network using remote connection tools.

Technical Skills: Computer Hardware & Software Applications

- Installing and troubleshooting Windows operating systems, Linux based operating system.
- Networking TCP/IP, LAN/WAN, Firewall, Wireless
- Troubleshooting Hardware and Networking problems.
- Installing and Troubleshooting Dot-matrix Printers, DeskJet Printers, LaserJet Printers, Multi functional Printers and Scanners, Card Printers, Barcode Printers.
- Administration and Maintenance of Servers, Desktops, Laptops, and Printers.
- Installing and troubleshooting Microsoft Office suites,
- Managing Antivirus Servers and making policies for the client Computers, scheduling scanning and updates.
- Various types of PC hardware such as, Apple/Mac, Lenovo, Dell, HP and Toshiba etc.
- Assembling and disassembling Desktops and Laptops.

Key Skills

- Efficient troubleshooter and problem solver.
- Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
- Effective time management – Can solve complex system problems in minimum time.

Professional Experience

- ➢ Years of work experience : **10 Years**

- ➢ **Working as a System Admin in Mangalore Marine College & Technology Since 2013**

  - Working as an on-site Admin for all Computer Labs and Offices.
  - Daily monitoring, Servers, Storage, Backup status & collecting logs.
  - Provides direct user service and technical support to end-users as required via phone, email, Online systems, and in-person, answering inquiries, locating information, and analyzing technical Requirements; troubleshoot information systems and determines resources required to return to Optimum performance.
  - Update, check installs and repairs a variety of information systems equipment, including hardware components such as CPU, Monitors, Printers scanners, peripherals; schedules and performs preventative maintenance.
  - Configures new computers, printers, and peripherals and connects to the network, and provides training for new users.
  - Maintaining all the Records of logs calls and service reports of vendors.
  - Maintaining and monitoring CCTV and DVR. Troubleshooting problems and download recorded videos.
  - Monitoring Biometric machines, adding and deleting users, and providing reports to the HR department.

➢ **Worked as a System Admin in Shivika Technologies(Hotel Deepa Comforts) Mangalore (2010-2013)**

- Maintained Servers, Systems, Networks, CCTV, and Security Systems.
- Maintained and Configuring Wi-Fi Management Software.
- Solving regular upcoming hardware and software issues.
- Solving Wi-Fi issues of the Employees and Guests.
- Solving Technical issues of the employees.
- Maintained Hotel Software (IDS Fortune) and Website Host Server.
- Maintained Server Backup Systems.
- Installed and configured IT network components and assisted in the implementation of designed IT network configuration
- Implemented proper recovery procedures for disasters and administered user accounts mailbox.
- Managed and advised the deployment of new system designs.
- Maintained CCTV and Security Systems.

➢ **Worked as a Assistant of System admin in Venus Computers (Hotel Deepa Comforts) Mangalore (2008-2010)**

- Maintaining Servers, Systems, Networks, CCTV, and Security Systems.
- Maintaining and Configuring Wi-Fi Management Software.
- Solving regular upcoming hardware and software issues.
- Solving Wi-Fi issues of the Employees and Guests.
- Solving Technical issues of the employees.
- Maintaining Hotel Software (IDS Fortune) and Website Host Server.
- Maintaining Server Backup Systems.
- Evaluating the network issues.
- Connecting the Printers with the desktop and laptop.
- Routing and configuring the Network and LAN cables.

➢ **Worked as a Customer Support Engineer in Swara Systems Mangalore (2006-2008)**

- Assembling and disassembling the Computers.

- Configuration of the Computers with the Internet.

- Solving the Customers hardware and Software's issues.

- Solving Technical issues of the Customers.

- Connecting the Printers with the desktop and laptops.

- Routing and configuring the network and LAN cables.

Educational Qualifications

➢ **B.C.A** (Bachelor of Computer Application) from Dr. C.V Raman University.

➢ **Class XII** from Govt. PU College Kavoor, Mangalore.

➢ **Class X** from Swami Vivekananda JN College Yedapadavu, Mangalore.

➢ **D.C.H** (Diploma in hardware and networking) from R.C.S.S Board.

➢ **D.I.T** (Diploma in Information Technology) From R.C.S.S Board.

➢ **Web Design** from Karnataka Computer Academy Board.

Hobbies

- Internet surfing.

- To learn about the new technology.

- Listening Music.

- Playing Cricket

. Passport Details

Passport No	:	T9403772
Place of issue	:	Bangalore
Date of issue	:	04/10/2019
Expire Date	:	03/10/2029

Personal Details

Name	:	Mohammed Irshad
Father Name	:	Mansoor Ali
Mother Name	:	Rukiya
Sex	:	Male
Marital Status	:	Married
Religion	:	Muslim
Date of birth	:	31-08-1988
Languages known	:	English, Hindi, Kannada and Malayalam
Nationality	:	Indian
Hobbies	:	Internet Surfing, To learn about new Technology, Listening to Music, Reading Books,
Address	**:**	86-1 Nadupalla House
		Kuppepadavu Post Kupepadavu
		Mangalore – 574144

Declaration

I hereby solemnly declare and affirm that all statements made in this application are true, complete and correct to best of my knowledge and belief.

Yours Faithfully

Place   : Mangalore   (Mohammed Irshad)