

Driven by: *Microsoft Certified Engineer*

***RASOOLMEHDI .N. BUDDEBHAI***

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## Objective:

Seeking middle level assignments in **IT Support, System Administration, Helpdesk, Service desk or Customer Support**  with an esteemed organization in the IT Sector with service desk tools like **BMC Remedy & Service Now** with the Industries like **Oil Field, Education, IT & Hospitality**.

Currently associated with Imagine Computers as **Field Support** to Local Schools as per SLAfrom April 2017

**Summary:**

* Specialized in maintaining servers and clients as well as resolving all service problems.
* Possess excellent organizational, communication, analytical and troubleshooting skills.
* An accomplished professional with **7 Years** of experience in the arena of **IT Support, CCTV, Projection, AV-DV setup, System Administration, Networking, and Troubleshooting at Cloud Environment** with reputed Organization on Projects.
* Experience in installation, administration of **LAN, WAN, Windows WS, PCs, Servers, Cisco Switches/Routers, SCCM, Access control systems & MS applications, Image Preparation.**
* Handle customer escalations and serve as the **escalation** point for all cases.
* Identify/implement diagnostic & monitoring tools for **Health check of Servers**, **Survey** and **Report generating** to increase efficiency & effectiveness of support and risk management.
* Implementation from scope management to activity sequencing, effort & cost estimation.

## Educational Qualifications:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Course | University/Board | Institutions | Year | Grade |
| PUC | Department of Pre- University Education | Raja Lakamgauda Science College | 2007 | 51.5% |
| HSC | SSLC Board | St Anthony’s High Kannada School | 2005 | 84.16% |

## Certifications:

* Microsoft Certified Engineer earned in March 2017.

**MCE** - Certification No: G043 - 1384

* Microsoft Certified Solutions Associate earned in March 2017

**MCSA –** Certification No: G047 – 1977

**Achievements:**

* Online Training completed for **ITIL Foundation V3** 2015
* Internationally Certified by APPIN TECHNOLOGY LAB for IT Security & Ethical Hacking (**ISEH**) From IADL, U.K. in 2014
* Training completed of Redhat Certified Engineer (**RHCE**) with A+ grade, from Rooman Institute of Technology in 2015

**Professional Experiences:**

1. **Service Desk Analyst – L2 (Managed Services)**

Firm : GBM Dubai Sponsor: Al-Futtaim

Period : Oct 2016 – Feb 2017

Project : Dubai Parks & Resorts

1. **IT Support Engineer (Managed Services)**

Firm : DIYAR UNIDTED Co. Kuwait

Period : Oct 2015 – Mar 2016

Project : Al- KHAFJI Joint Operations, Kuwait – KSA

Project : The Public Authority for Applied Education and Training, Kuwait (PAAET-Ministry )

1. **System Administrator / Support Engineer**

Firm : Leaf Optimal Solution

Period : Aug 2011 – July 2015

Location : Belgaum India

1. **Front Desk Executive**

Firm : Bramf Mechaline

Period : Nov 2007 – Jun 2011

Location : Belgaum India

**Teamwork:**

In my professional career I have been involved to manage bottom and middle line in different job positions. Preparing schedule, assigning duties and roles with work breakdown structure. Listening subordinates and understanding their work needs. Taking decisions to meet schedule goals and deadlines.

**Communication**:

Working in the global environment. Meeting with the different nationalities personals and discussing fields of interest, exchanging views, Delivering and achieving objectives.

Numerical and complex problem solving skills. Furthermore, I have been used these skills in different projects and jobs by manage staff and defining their requirements then putting all together.

#### Personal Dossier:

Date of Birth **:** 10th Oct 1989

Marital status **:** Single

Nationality **:** Indian

Father’s name **:** Nyamatullah .K. Buddebhai

Languages : English, Hindi, Urdu, Kannada, Marathi & Basic Arabic

#### Passport Details:

Passport Number : J8435795 Date of Issue : 19/08/2011

Place of Issue : Bangalore Date of Expiry : 18/08/2021

#### Declaration:

The above statements are true to the best of my knowledge and belief.