**SABAH RAHMAN**

**sabahrahman.007@gmail.com**

**+91 9847 7143 19**

**IT SUPPORT SPECIALIST**

**ABOUT ME**

A highly competent and organized IT Specialist with experience of installation, administration & compatibility. Possessing a proven ability to assist with the day-to-day running of an IT department and its business IT systems. Extensive knowledge of monitoring and controlling data security within guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

**EMPLOYMENT DETAILS**

* **IT – SERVICE DESK**

Dec 2020 - Nov 2022

**LOGIC COMPUTERS**

**Mayyil, Kannur, Kerala**

[**logicmyl@gmail.com**](file:///C%3A%5CUsers%5C%27teki%5CDocuments%5Clogicmyl%40gmail.com)

* Carry out documentation of resolutions of all Level 2 and 3
* Offer outstanding customer support and excellent communication in accordance with all Service Desk procedures
* Perform administrative duties, including scheduling of equipment or laptop loaners, or any other services/items for users
* Identify and correct a problem by performing diagnostic reviews and developing error reports as requested
* Remain in touch with a customer until their issues are totally resolved or/and request is completed
* Solve problems that do not have documentation by walking customers through established processes
* **IT – TECHNICAL SUPPORT**

July 2017 – June 2020

**INFOCENTER NETWORK AND COMMUNICATIONS W.L.L**

**Doha, Qatar**

**info@icncqatar.com**

* Installation and maintenance of all systems within a client’s digital environment.
* Producing documentation on operational, system and user procedures & guidelines.
* Building, configuration and troubleshooting of server and desktop hardware.
* Providing advice on selection and purchase of IT equipment.
* Supporting a multi-site IT infrastructure of at least 175 employees.
* Maintaining maximum availability of supported services for users.
* Obtaining quotes for supply of goods and services from suppliers.
* Designing, implementing and managing Active Directory.
* Monitoring the progress of third-party maintenance contract suppliers.
* Identify and recommending improvements for E-mail applications & Web-page development.
* **IT ADMINISTRATOR**

May 2016 - January 2017

**NICE DIGITAL**

**Kannur, Kerala**

**digital.nice09@gmail.com**

* Updating and monitoring IT user account maintenance& management
* Maintaining up to date Antivirus levels on all machines company wide.
* Working on Active Directory accounts, configuration.
* Managing and monitoring of backups in multiple locations.
* Providing maintenance support and break-fix solutions.
* Liaising & meeting with external suppliers of IT services.
* Troubleshooting technical problems and implementing solutions.
* Purchasing of IT Equipment and software in line within agreed budgets.
* Responsible for the fast and accurate troubleshooting of reported faults.
* Providing technical support via helpdesk systems for a wide range of internal & external applications.
* Maintaining a wide range of computer hardware and software programs.
* Responsible for diagnosing & resolving hardware, software & end user’s problems.
* Follow documentation process.
* **CUSTOMER RELATIONSHIP OFFICER**

August 2015 – March 2016

**EBEN TELECOM PVT LTD.**

**Ernakulam, Kerala**

**info@ebentelecom.com**

* Banking related process
* Documentation process
* Client related account opening systems with third-party applications
* Non-voice operation
* Target based project with in day must open 250 accounts

**KEYSKILLS AND COMPETENCE**

* Experience of working with CCTV, Access Control systems, Attendance Machines, Panasonic Telephonic system etc.
* Experience of working with some 3rd line projects.
* Good understanding of Hardware Technology, LANs, WANs, VMware, Active Directory Group Policies, TCP/IP, DHCP, DNS.
* Highly organized and disciplined with a passion for Information Technology.
* A positive, high energy team player.
* In-depth knowledge of Microsoft Windows client operating systems, XP, Vista / Windows & Microsoft Office.
* Designing with Adobe Photoshop and Documentation.
* Able to communicate complex IT issues to suppliers and non-technical staff.
* Ability to work well in a team environment.

**EXPERTISE IN**

* System Administration
* Server Configuration
* Technical Support
* Network Services Support
* Operating System Support
* Security Device Support (CCTV/Time Attendance)

**ACADEMIC**

* **GCA** 2022 Indian School of Business Management & Administration, Kochi, Kerala
* **HSE** 2011 Board of Higher Secondary Education IROHSS Peruvalathuparamba, Kannur, Kerala

**PROFESSIONAL QUALIFICATION**

* **MCSE** Trained Microsoft Certified Solutions Expert
* **CCNA** Trained Cisco Certified Network Associate
* **CCNP** Trained Cisco Certified Network Professional
* **DHE** Completed Diploma in Hardware Engineering

**PERSONAL DETAILS**

**Date of Birth** : 19th Feb 1994

**Nationality** : Indian

**Social Status** : Married

**Passport No** : P1017266

**Languages** : English, Hindi, Tamil & Malayalam

**PROFESSIONAL STRENGTHS**

Comprehensive problem-solving abilities, positive thinking, innovative, self-motivated and good-natured personality. Can easily adapt to different working environments and the ability to work under pressure. Experienced and trained in technical level with problem-solving skills. Highly trained and experienced IT support professional with proven experience in putting expertise to the practice, having outstanding communication skills to interact both with clients and company.

**DECLARATION**

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