A.M.ASFAQ AHMED

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OBJECTIVE

To secure a challenging position where I can effectively contribute my competent skills in your concern to fulfill the needs of the organization and move to ultimate heights in my profession.

EDUCATION QUALIFICATION

- Bachelor of Computer Application (BCA) in **Barathidasan University** Tamil Nadu, India. (2011- 2014)

- Higher secondary school in **National Higher Secondary School**, Tamil Nadu, India (2010)

CERTIFICATION

- CCNA(Cisco certified Network Associate, tiruchirappalli)- 2014

EXPERIENCE

Company Name: IDEA Communication, Trichy (June 2014 – January 2015)

Designation: IT Administrator

Responsibilities:

- o Implementation of Hardware and software installations and Upgrades.
- o Installation, configuration and Maintaining MS Outlook 2007 and 2010
- o Maintaining and troubleshooting all types of printers (LaserJet, DeskJet,)
- o Managing Desktop Calls, Installation and Troubleshooting
- o Installation and Configuration of various software packages.
- o Handling Virus related problems.
- o Troubleshooting of Network connectivity and other Network related problems.
- o System assembling and disassembly.
- o Installing, Configuring and Troubleshooting OS (Windows Family) in Microsoft Platform.
- o Maintaining relationship with the existing customers
- o Providing L1 Support for Servers & Network Issues

Moulana Group of Companies, SRI LANKA (February 2015 – August 2016)

Designation: IT Support Engineer & Web Developer

- o Designing a Microsoft Windows Server 2008R2 Active directory and Network Infrastructure.
- o Troubleshooting Group Policy.
- o Perfection in configuration of, TCP/ IP, DNS, DHCP, IIS (web Server), POP3, Proxy Configuration.
- o Apply OS patches and upgrades on a regular basis and upgrade administrative tools and utilities.
- o Audited all computers for installed software, software licenses and installed hardware.
- o Creating and deleting of user account in 2008R2 Domain controller.
- o Job includes Developing of Website, developing and day to day update.
- o Administration Facebook, Twitter and Instagram accounts.

Technical Skillset:

- o Install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc.
- o LAN/WAN Technology
- o Careful attention to Troubleshooting Hardware, Software & Network Issues.
- o Setting up PDC (Primary Domain Controller) and SDC (Secondary Domain Controller).
- o Windows 2008R2 Server Active Directory, Management of Group Policy Object and Software Deployment.
- o Managed a group of people working in different departments with their related software, which included engineers, managers, and top most authorities of the company.
- o Experience in Technical Support handling global customers.

ACHIEVEMENTS

- Served as Member of Citizen Consumer Club of Jamal Mohamed College

PERSONAL PROFILE

Date of Birth	28 February 1994
Gender	Male
Marital status	Single
Nationality	Indian
Passport no	N9089919
Language Known	English and Tamil

PASSPORT DETAILS

Passport Number   N9089919
Validity   05/06/2026
Date of Issue   06/06/2016
Visa Status   Visit Visa

STRENGTH

- Ability to work efficiently a team-member.
- Dedicated with positive attitude.
- Self-Motivated and ability to work under pressure.

DECLARATION

I hereby declare that all the information given are true and correct to the best of my knowledge and belief.

PLACE: DUBAI- (UAE)

DATE:

(ASFAQ AHMED A.M)