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| **MOHAMMAD ALTAMASH****DOB -12/9/1993****Location - Delhi** |
| **Last Work Experience is with Cape Gemini** **Software Support Engineer** |

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| **Contact Information** |
| **Tel** :+91 7217629679**E-mail** : M.Alts.1209@gmail.com **Address -** B-854 M.I.G. Flats, East of Loni Road, Shahdara, Delhi-110093 |

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| **OBJECTIVE** |
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|  | To work in association with professional groups who offer me the opportunity for my career advancement and professional growth and to benefit the organization with my skills while working in highly motivated & driven environment, gaining valuable experience for my career growth in highly challenging Organizational strategic environment . |
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| TECHNICAL SKILLS  |
| **GNIIT -3 Years Of Diploma Course in Computer Science and Engineering** **GLOBAL NETWORKING & INFRASTRUCTURE MANAGEMENT from GNIIT*** A+ (Hardware)
* MS Office
* N+ (Networking)
* Configuring, troubleshooting, migrating  and deploying Microsoft-windows Servers 2003 and 2008 ADDS  active directory domain services
* CTWADS and CTWNI -2003 & 2008 ADDS and LDAP
* Cloud Computing – MS Hyper-V and VM Ware Virtualization
* Sun Solaris SP 1 and 2
* CCNA Routing and Switching– ICND -1 and ICND 2 With Practicals on Racks. With Hands on Practical Knowledge on Cisco Packet Tracer
* DBMS, SQL Server and C#

Theoretical Knowledge along with hands on practical  experience for the following topics :-* A+ (hardware) –
* Configuring, troubleshooting, Maintaining and deploying Microsoft windows client OS versions such as MS Windows 98, 2000, XP, vista, 2007, 8, 8.1 and 10.
* Sun Solaris OS - sun microsystem product which is a part of oracle today: SP 1&2, Linux and Unix OS.
* Configuring, troubleshooting, migrating and deploying Microsoft-windows server 2003 and 2008 Active directory domain services with functional real time schema implementations and providing security and authentications from dc to clients and vice-a -versa. Add or remove directory services server roles with virtual b2b organizations within intranet and extranet topologies.
* N+ (networking) VPN, subnetting and segmenting a large network into more than 2 different networks. PSTN, ISDN frame relay, autonomous systems, synchronizing switches and routers with the help of various routing protocols in man, LAN, can and wan networks. In depth knowledge of 802.11 a,b,g,n,ab Ethernet  and Wi-Fi protocols. Hands on in cisco packet tracer; a virtual practical tool for training and learning for cisco and CCNA e-labs.
* CCNA - ICND 1 and ICND 2 routing and switching devices. With hands on practical experience on cisco packet tracer; a virtual practical tool for training and learning for cisco and CCNA e-labs.
* Hyper-V; virtualization server 2008 and 2012 network infrastructure and cloud computing.
* Salesforce CRM
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| **ACADEMICS BACKGROUND**  |
| * B.Sc.ITIMS -Hardware and Networking- Graduated in 2016 From Kuvempu University, Shimoga
* GNIM – Pursued Global networking & infrastructure management 3 Years Diploma from NIIT
* Senior Secondary School Certificate from Government Boys Senior Secondary School, B-2 Yamuna Vihar, Delhi-110053.
* High School Certificate from Guru Harkrishan Public School located at West Jyoti Nagar, Shahdara, Delhi-110092.
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| **Interests** |
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| * Travelling, Playing Music, Playing Cricket, Football and
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 •Learning about Religions and different Cultures of India • Watching Discovery Science |

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| **Work Experience** |
| * **TECH MAHINDRA *(Customer Support Associate L1 @ Paytm Process) – I worked here for 3 months as an Intern for PayTM process. My work here was to Support and Resolve the customer queries and complaints related to E-commerce Marketplace by E-mail and chat process. I worked here on Salesforce and Zendesk Ticketing Tools***
* ***I ENERGIZER TSE: Technical Support Engineer – I have worked here for 6 Months in Samsung Process. My roles and Responsibilities was to resolve customer queries related to Samsung Smartphones by Chat process. We probe with the customer for exact issue they are facing with his device, then try to Isolate problem and troubleshoot - configure the errors from it. We help in Operating System Updation, recovering passwords, device lost, creating backups, heating and hanging issues, Network related issues, Camera issues and Factory Reset and Factory Rest of Wifi ,Mobile Network Services and Bluetooth.Helps and Support for Bixby Services in Samsung Smartphones. We check the history of the users for the same issue so that we can work under SLA and Raise that Ticket further to the particular Department.We also helps in guiding Samsung Service Centres according to their Areas and Pincodes.Furthermore we also create cases for Screen damaged and Hardware relaled issues and Acknowledge them with right Advice and help.***
* ***We also let them know the Expected Cost of spare parts and Service charges information in case their Smartphones Warranty is expired and if they Still wants to Take Samsung Service centres Engineer help.***
* ***We were also providing prices and warranty information according to the Customers Request.We also helps our customers in Processing and Claiming their Warranties and providing them Samsung Service centre details and Email address in case they are facing Any Internal or External device problems under 1 year of Manufacturing Warranty.***

 ***•We also helps in Upgrading their Manufacturing warranty, Guiding all the steps 1 by 1 and Forward***  ***Their Requests in our Internal Samsung Support Team for the same***  ***•* Cape Gemini India Pvt. Ltd. - I had worked here for 1 year as a Software Support Associate.***** I was working as a Software support Engineer for UK based process.We were assisting International users by Voice process. From Opening the call to Troubleshooting the issues and Inform the user how we are taking necessary steps for the Resolution.And Guide the user and support them in Their Issue to be resolved within amax.30 minutes.And We were supporting all these issues Remotely and Create ,& Document every call in the Service Now Ticketing tool. Multi-tasking at a time.*** ***Following are my Job Responsibilities :-******Operating System: Window XP/Vista/Windows 7, Windows 8, Window 10, Server 2003, Server 2008 and MS Windows Server 2012 and Knowledge of ITSM and ITIL.*** ***✓Managing the Internet of computers. LAN , Intranet and Wifi related issues.******✓ Workgroup and domain based model and maintain the Network.Supporting client and Peer to Peer network for RBC.******T✓✓Installation and up gradation of PC’s for the company and troubleshooting all Hardware, software and Networking- components and provides Desktop & Laptop Level Support.******✓Arranging Service calls for Branch users and escalate Hardware related issue to DSS UK , so that their Internal IT Infrastructure Supporting team will take action for the Issues requested by user directly.******We were also helping clients in Troubleshooting and Deploying Printer related issues and Services. Kofax Issues and installation of Printer drivers and setting up the Printer , and Network printers within Intranet.*** ***Setting up Printers and Scanners for the First time use. Basic Troubleshooting******Mapping Drives for the Clients while Wfh as well as in Office. Removing and Scanning of HDD and At times we also perform System Restore to Last known good configurations.******Installation of Application from Software Centre required by Clients and If User is getting any error whil using various Applications, Banking and Sales Applications.*** *** Installation & Configuration of Wireless Router.******Troubleshooting and resolving issues related to MS Outlook, WebEx, Banking and Sales Applications, Installation of new Applications required by Clients from Software centre. Removing Apps error codes with the help of L2 and SME. We refer to our KBA for reference.*** |

**I’d like to thank you for reading my CV. I hereby declare that the Information provided in this Document is True and Best of my Knowledge.****Date :       25/04/2022                                                           Signature……………………** |

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