SAIF ALI

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+91-7654365058

Nawada,Bihar, India



Objective

Competent Professional With 9 Years of Quality Experience in IT and Telecom.Providing Comprehensive Technical Support to End Users.Sucessful in Installing,Configuring Applications on Windows Operating Systems and Providing IT Technical Support.Collaborate With Team and Managers to Complete the Task in time With Ability to Discover Issues,Resolve Defects and Ensure Client Expectations are Met With High Quality Support.

Experience

Reecomps Teleservices Pvt Ltd,Ranchi

2018 - 2022

Control Room Engineer

- Responsibilities :
- Working in LSMR Tool,Netspan.
- Monitoring of WIFI,Indoor Smallcell and UBR site.
- Alarm monitoring and helping the site engineer to remove the service effecting alarm, both internal and external.
- Performance report generation.
- Maintaining Daily Outage Report.
- Working in 24*7 Shift.
- Coordination with Engineer & Technician for site restoration.
- Monitoring Site of All District of Jharkhand.

Gapp Teleservices Pvt Ltd .Project for Radisson Blu hotel,Ranchi

2015 - 2018

IT Support Engineer

- Responsibilities :
- Installing new IT systems,upgrading existing hardware and software and troubleshooting.
- Responsible for networking,design,installation and maintenance.
- Networking and providing support for windows.
- Configuration and testing of any new hardware and software.
- Management of the daily data backup and retrieval scheme.
- Installing and operating Windows desktop and operating systems.
- TCP/IP networking and hardware maintenance and repair.
- Responsible for smooth functioning and co-ordination of vendors for Guest Internet, IPTV, Telephony systems and other software vendors.
- Responsible for overseeing and handling network configuration, Networking equipment, PABX, email accounts.

Alcatel-Lucent Pvt Ltd.Gurgaon

2013 - 2015

Associate Technical Support Engineer

- Working with customers and employees to identify computer problem and advising on the solution
- Logging and keeping records of customer queries.
- Analysing call logs and underlying problems.
- Updating self-help documents so customer can try to fix problem themselves.
- Working with field engineers to visit customers if the problem is more serious.

Education

RANCHI UNIVERSITY

2013

Bachelor of Science in Computer Maintenance

74.25% (1st)

BSEB

2009

Intermediate

1st

BSEB

2007

Matric

2nd

Technical Skills

- Skilled in TCP/IP and WAN
- Technical Planning
- User Training
- Help Desk Operations
- System Installations/Upgrades
- Hardware/Software Testing
- Connectivity Maintenance
- System integration

Strengths

- Self Motivated
- Honesty
- Patient
- Punctuality
- Solving Complex Problem
- Result Driven
- Multitasking

- Time Management
- Dedication
- Strong Work Ethic

Projects & Certification

EMS Support for Jharkhand State Wide Area Network (SWAN),WIPRO

Languages

- English
- Hindi
- Urdu

Personal Details

Date of Birth
01-12-1992

Father's Name
Aman Ullah

Sex
Male

Marital Status
Unmarried

Nationality
Indian

Passport No
N6132022