ALI ASKAR KP

IT Support Engineer

IT Professional with 3 years of relevant experience specializing in End user IT support management for International Pharma,Tourism and IT companies.The Kalinga university Graduate with a Bachelor's Degree in Computer Application.



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+974 66468176

AL RAYYAN, QATAR

07 August, 1996

Visa status : 1 Year Transferable Visa

linkedin.com/in/Aliaskar111

WORK EXPERIENCE

IT Support Engineer

CMS IT Services Pvt Ltd. Client : Syngene International Ltd. (Bangalore)

04/2022 - 01/2023 *Bangalore / India*

Roles and Responsibilities .

- Assist End user day to day functionality and efficiency and respond to the customer requests effectively and communicates with them to address IT related issues.
- Install ,configure,test and maintain all windows operating system and application software and system management tools. Desktop,laptops Attaching to the company domain,configuration.
- Coordination with Infra IT team and vendors for End users problem solving and Ticket raising for warranty laptop/desktop repairing.
- Troubleshooting, repair all software and hardware problems on PCs, laptops, workstations and printers (windows 11,10,7). And also assist AD team for user creation and shared drive managing.
- Responded to the End user inquiries and provided technical assistance over phone ,remote (VPN) and in person with IT ticketing System.Tool (Sapphire)
- Perform Network Maintenance and System Upgrades including service packs ,Patches , hot fix and security Tools like Crowdstrike, Symentech conjunction with the company's security team.

Contact : Ranjith Ar (Project Manager) - ranjith.ar@cmsitservices.com mob: +91 8197909944

System Engineer

Precision Techserve Pvt Ltd. Client : Sterling Holiday Resorts Limited. (Cochin ,Kerala)

07/2021 - 04/2022 *Kerala/ India*

Responsibilities.

- IT support relating to the technical issues involving Microsoft core business application and operating system.
- Desktop / laptop windows deployment.
- Remote access solution implementation and support .VPN, Terminal Services, and Citrix.
- Technical services and support at the network level .WAN Connectivity ,routers firewalls, and security.
- Coordination with infra IT team and Vendors.
- Identifying and troubleshooting system problems.

Contact : Senthil Kumar (Reporting Manager) - senthilkumar.govindaraj@precisionit.co.in mob:+91 9940680220

SKILLS

End user IT Support | Team work | Troubleshooting | Office 365,Outlook,ms office | Windows 11, 10 , 07 | Familiar with IT ticketing system | LAN/WAN | E-mail Management | Communication Skill | Coordination with infra IT team & Vendors | Hardware/Software | Technical Support | Data encryption | Remote Desktop | Citrix VPN | IT Hardware Support

EDUCATION & TECHNICAL COURSE COMPLETION

BCA (Bachelor of Computer Application)

Kalinga University

2018 - 2021 *Naya Raipur ,Chhattisgrah / India*

Course

- Bachelor of Computer Application (BCA)

MCSE,CCNA (Course Completed)

EYS Advanced IT training.

01/2018 - 05/2018 *KERALA,PERINTHALMANNA*

Courses

- Microsoft certified solution expert (MCSE).
- Cisco Certified Network Associate (CCNA).
- Hardware & Networking.

LANGUAGES

Malayalam
Native or Bilingual Proficiency

English
Professional Working Proficiency

Arabic
Elementary Proficiency

Tamil
Professional Working Proficiency

INTERESTS

Driving | Reading Quran | Travelling

WORK EXPERIENCE

Service Engineer.

Global vision.

11/2015 - 07/2017 *Kerala/Calicut.*

Responsibilities.

- Design, programming, installation of Office / home IT security systems including CCTV / access control and security systems.
- Maintenance and service of IT Equipment and CCTV systems.
- Meet and discuss with with client , end users and other stakeholders on the CCTV and associated networking infrastructure for the project design.
- Installing and configuring network equipment.
- Maintain computer security and backups or other procedures as instructed.
- Maintaining computer networks including routers and other physical hardware.

PERSONEL PROFILE

Date of Birth : 07/08/1996 | Gender : Male

Ntionality : Indian | Marital status : Single

Passport No : M4430747

Visa Status : One Year Transferable visa

Availability : Immediate

REFERENCES

Ranjith Ar / Project Manager

"Cms IT Services Pvt Ltd, Bangalore"

Contact : ranjith.ar@cmsitservices.com - +91 8197909944

Senthil Kumar / Senior Service Delivery Manager

"Precision Techserve Pvt Ltd, Chennai"

Contact : Senthilkumar.govindaraj@precisionit.co.in - +91 9940680220