



# MUHAMMED BASHIK K T

## IT SUPPORT ENGINEER

### CONTACT ME AT

**NAME : MUHAMMED BASHIK K T**

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Address : DUBAI , UAE

NATIONALITY : INDIA

### SKILLS

- MAC ALL VERSION SERVICE
- ELECTRONICS
- DVR & NVR CAMERA
- BASIC SOFTWARE
- NETWORKING
- M.S OFFICE
- DATA RECOVERY
- WINDOWS ALL VERSIONS
- BASIC TALLY ( ACCOUNTING SOFTWARE )
- Computer hardware knowledge - setup maintenance, upgrade, troubleshooting (Lenovo/Dell/HP/Apple computers)

### AWARDS RECEIVED

- Certified IT Professional in Laptop & Desktop Chip-level Engineering Diploma
- Certified in Hardware and networking Diploma
- Cisco Certified Network Associate ( CCNA ) course completion certificate

### LINGUISTIC COMPETENCE

ENGLISH

MALAYALAM

HINDI

### PERSONAL PROFILE

I am a professional IT Support engineer with over 4+ year experience in providing excellent Technical support.

### WORK EXPERIENCE

#### IT TECHNICAL SUPPORT

GALA INFOTECH TRADING DUBAI . UAE | 2019- 2023

- Replace spare parts for all kind of laptops
- Troubleshoot and fix Motherboard
- Replace On-board parts like ICs, charging ports, BGA chip, soldered components replacement
- I Mac and all Mac book Laptop software and hardware service support.
- Network Device Configuration and Service Management , Server Backup.
- Data Recovery L1, L2 and Security system installation (CCTV)
- Test Sufficiently for all fixed devices and ensure good quality assurance-Sufficient testing for Quality assurance

#### IT SERVICE ENGINEER

CTDI COMPANY (COMMUNICATION TEST DESIGN, INC) AS DELL SERVICE CENTER | 2018 - 2019

- Replace spare parts for all kind of laptops
- Troubleshoot and fix Motherboard
- Diagnosing and resolving hardware and software issues
- Identifying and escalating incidents requiring urgent attention
- Maintaining accurate records on inventory in support of the Asset lifecycle for computers and accessories

### EDUCATIONAL HISTORY

- SSLC From Kerala state Board
- HIGH SECONDARY ( Commerce )
- DIPLOMA IN LAPTOP & SAMRTPHONE CHIPLEVEL TECHNICIAN.
- Currently Doing DEGREE ( BBA ) IN Bharathiar University ( Distance Education ).