



SHEREEF K P

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IT Support

Seeking a challenging & rewarding opportunity as a **IT Support** in an esteemed organization.

PROFILE SUMMARY

- ◆ 4-year experience as IT Support in a well-mannered School IT infrastructure.
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EMPLOYMENT DETAILS

Company: Miners electronics

Designation: IT Support

Location: Dubai, UAE

Duration: : December 2021 - January 2023

Rak academy British school

Designation: IT Helpdesk support

Location: RasalKhaima, UAE

Duration: September 2017 - August 2021

Company: IBRID Tele Services

Designation: IT Support

Location: India

Duration: August 2016 - July 2017

Profile at a glance

Having 5 Year of Experience as IT Support

RESPONSIBILITIES:

- ◆ Troubleshooting Desktop issues
- ◆ Technical support for Network Issues, Browser issues, MS Office issues, Win server issues
- ◆ Applications installation Support.
- ◆ Active directory Domain management like, user creation, Password reset, adding to security groups etc.
- ◆ Troubleshooting WIN & MAC PCs Hardware issues.
- ◆ Trouble shooting & Configuration of network printers
- ◆ End user Support for technical issues.

- ◆ File Server Management.
- ◆ Antivirus installation and update..
- ◆ Group policy Management.
- ◆ Asset management system.
- ◆ Cable crumbing and Arrangements of RACK
- ◆ Biometric system management.
- ◆ CCTV Monitoring and configuration support.
- ◆ AMC follow-up with vendors.
- ◆ Technical issues handling through ticketing tool.
- ◆ school events coordinator (sound engineering)
- ◆ Smart class room support

TECHNICAL SKILLS

- ◆ Windows Server
- ◆ Basic Networking Knowledge
- ◆ CCTV Handling
- ◆ Windows 10 Professional,Mac OS

TECHNICAL QUALIFICATION

- ◆ **Microsoft Certified Solutions Associate / Microsoft Certification ID: 9930680**
- ◆ **CCNA Course completed**

SOFT SKILLS

- ◆ Excellent Written & Verbal Communication.
- ◆ Excellent Analytical & Virtual troubleshooting skills.
- ◆ Excellent problem-solving skills in the diagnosis and resolution of customer issues.

ACADEMIC CREDENTIALS

- ◆ Higher Secondary from Kerala State Board-(2014-2015)
- ◆ S.S.LC From Kerala State Board – (2013)
- ◆ CCNA, CCNP, MCSE from Logic Institute of Technology, Cochin

PERSONAL DETAILS

Date of Birth	25/05/1998
Linguistic Skill	English, Malayalam, Tamil, Hindi
Passport No.	P3693401
Gender	Male
Nationality & Religion	India, Muslim
Marital Status	Single
Visa status	Visit Visa
Mobile Number	+971544332024
Permitted	UAE manual license