

MOHAMED AZARUDDIN

IT Support Engineer

📞 7401112800 @ mohamed.ninety-six@gmail.com

🌐 <https://www.linkedin.com/in/mohamed-azaruddin-b3b4b5141> 📍 Chennai



EXPERIENCE

Senior Desktop Support Engineer

MIOT International

📅 03/2024 - 08/2024 📍 Chennai

- Handling ticketing tools and assigning daily call to the engineers check and validate the reports to the senior manager
- Maintaining system, laptop, printers, networks, telephones, TV and toners stocks database in a spreadsheet
- Acting as a point of escalation for junior support staff and providing mentorship and guidance as needed
- Implementing and enforcing security measures to protect desktop systems from malware, viruses, and unauthorized access

Technical Support Executive

Tata Chemicals Limited

📅 03/2022 - 01/2024 📍 Tada

- Handle daily technical support activities encompassing desktop support, data network, and server management
- Proficient in creating user IDs, rejoining domains, and granting file server access on servers
- Troubleshooting and installing video conference devices for users
- Installing and troubleshooting CCTV camera to the end users
- Coordinate with vendors for warranty repairs of IT assets as needed
- Designed SharePoint master pages and implemented policies for the use of computer systems and networks

IT Technician

Urban Investment Limited

📅 03/2020 - 01/2022 📍 Maldives

- Setting up and configuring computer hardware, software, and peripherals, ensuring they are properly functioning and compatible with the organization's network
- Conducting regular maintenance tasks, such as cleaning and updating systems, as well as repairing or replacing faulty hardware components

IT Support Engineer L1

Adecco India Private Limited

📅 01/2016 - 01/2023 📍 Chennai

- Recovered a corrupted hard disk backup within a minimal time frame
- Awarded for successfully installing 12 wireless devices in the warehouse department, resulting in increased efficiency and productivity for the customer
- Assisting end-users with technical issues, troubleshooting hardware and software problems, and resolving technical inquiries promptly and effectively
- Providing remote assistance to users through remote desktop tools or phone support, resolving issues without the need for on-site visits
- Assisting with network connectivity issues, troubleshooting network devices, and ensuring network security and performance

EDUCATION

B.Tech Information Technology

Madha Institute of Engineering & Technology

📅 01/2014 - 12/2014 📍 Chennai

SUMMARY

Senior Technical Support Engineer Experienced Senior Support Engineer with over 8 years of expertise in diagnosing and resolving hardware, software, and network issues promptly and effectively. My focus is on minimizing downtime and maximizing productivity for optimal results. I possess extensive knowledge in Active Directory, user account management, and remote desktop support tools. As a strong communicator and team player, I prioritize delivering exceptional customer service.

LANGUAGES

English

Advanced



SKILLS

Hardware & Networking

Operating system installation

Troubleshooting

Software installation

Monitoring tools

Ticketing tools

KEY ACHIEVEMENTS



WiFi device installation

Install and configure 15 Aruba wifi routers within minimum span of time

STRENGTHS



Active listening, problem solving abilities and good communication

As a system administrator, my strength lie in my deep technical proficiency, adapt problem solving abilities, attention to details and clear communication skills

INDUSTRY EXPERTISE

Hardware Networking and server

INTERESTS



Playing cricket and listening music