

## **CIRRICULUM VITAE**

### **ABUZER**

Mobile: +971 527326616

E-Mail: [abuzerabu97@gmail.com](mailto:abuzerabu97@gmail.com)

#### **CAREER OBJECTIVE**

To seek an opportunity in an organization and venture to be a part of its growth through innovative and dedicated approach to the challenges and thereby achieve organization's goal and upgrade my skills. I will do my best work to achieve the goals and provide the best productivity to the organization.

#### **ACADEMICS**

- ✓ Completed B. Tech in Mechanical Engg, Visvesvaraya Technological University in 2020.
- ✓ Completed Diploma in Mechanical Engg, Board of Technical Education in 2017.
- ✓ Completed SSLC from Karnataka Secondary Education Examination Board in 2013.

#### **PROFESSIONAL EXPERIENCE**

- ✓ Company: Kaizen IT Services Pvt. Ltd
- ✓ Designation: Desktop Support Engineer
- ✓ Duration: 08 Nov 2023 to 10 Aug 2023
  
- ✓ Company: Profesys Technologies.
- ✓ Designation: Desktop Support Engineer
- ✓ Duration: 07 Dec 2020 to 30 Sep 2022

#### **ROLES AND RESPONSIBILITIES**

- ✓ Installing, configuring, and maintaining desktop and laptop computers, as well as peripherals like printers, scanners, and monitors.
- ✓ Troubleshooting and resolving hardware and software issues.
- ✓ Knowledge of network security practices and antivirus programs
- ✓ Performing hardware upgrades and replacements when necessary.
- ✓ Providing remote assistance to users who may be located in different offices or remote locations.
- ✓ Installing operating systems like windows 10 and windows 11.
- ✓ Taking computer backup over LAN and External hard disk drive
- ✓ MS Outlook Configuration and mapping PST
- ✓ Joining Workgroup to Domain.
- ✓ Creating Locals users and managing user accounts.
- ✓ Coordinating with vendors for resolving the issues.
- ✓ Active Directory knowledge, Reset passwords etc.
- ✓ Checking and resolving network connectivity issues
- ✓ Supervised and performed installation of new system software.
- ✓ Basic Networking, Map drive, Data sharing.
- ✓ Having Good skills in A.D.S, D.N.S and DHCP.
- ✓ Responsible For P.A.V Activity.
- ✓ Handling escalation on actions as per incident, Service request, change, SLA.

- ✓ Maintain service guidelines & documentation.
- ✓ Working closely with Different teams to understand their specific needs and challenges and to provide tailored technical solutions.
- ✓ Excellent problem-solving and multitasking skills tickets regarding hardware, and networking.

### **OTHER SKILLS**

- ✓ Ability to adapt and learn new technologies.
- ✓ Excellent Interpersonal and decision-making ability.
- ✓ Willing to take challenging assignments, innovate and improve constantly.
- ✓ Good in Concentration and hard-working capacity.
- ✓ Attention to detail and accuracy.
- ✓ Positive attitude and value-based outlook. Patience, perseverance, and adaptability.

### **PERSONAL VITAE**

Father Name: Kaleemulla Baig

Mother Name: Gowher Naveeda

Date of Birth: 29 September 1997

Address: H/No 20, 3<sup>rd</sup> cross Barlane,  
Tumkuru, Karnataka India-572101

Languages: English, Kannada, and Hindi.

Hobbies: Billiards, Riding bikes,

Strength: Positive attitude, flexibility, quick learner.

### **DECLARATION**

I hereby declare that the above information furnished by me is correct up to my knowledge.

SIGNATURE

(ABUZER)