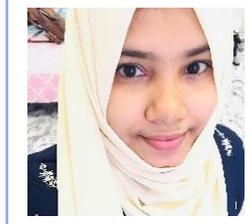


SHABNA SUHAIL

HELP DESK ENGINEER



PLACE: MUSSAFFAH

PHONE NO: +971564766581

EMAIL: shabnavr06@gmail.com

PROFILE

I am smart, energetic and hardworking person, I am good in configuring CISCO Switches and Routers. My basic qualifications are B.Tech in Electronics and Communication, and CISCO Certification (CCNA) in Routing and Switching.

SKILLS

MS OFFICE

MATLAB

C PROGRAMMING

NETWORKING

ACTIVE DIRECTORY

MS OUTLOOK

LANGUAGES

ENGLISH

MALAYALAM

HINDI

TAMIL

OBJECTIVE

To obtain a suitable position in a dynamic organization which promises bright growth opportunities and to contribute the best of my ability for the development of the organization.

WORK EXPERIENCE

IT Support Executive

Trutech Information Technologies LLC

Abu Dhabi, UAE

- o Maintaining records of transactions and interaction mainly in CRM.
- o Responding in a timely manner to service issues and requests.
- o Researching, diagnosing, troubleshooting and identifying solutions to resolve system.
- o Installing and computer hardware, software, systems, networks, printers and scanners.
- o Provide LAN and WAN support to remote end users.

Network/System Administrator

Logic Software Solutions Ltd.

03/2018-03/2019

- o Administration of Cisco equipment and Configure IT LAN/WAN elements.

- o Set up new users in Microsoft Windows Active Directory and LDAP.
- o Installing, Configuring and troubleshooting of CISCO Router and Switches.
- o Router ios Backup and Recovery.
- o Setting up serial and Ethernet interfaces.
- o Troubleshoot server and network issues, make sure all services are operational and error free.
- o Daily monitoring of System Log and Server Data backup.
- o Routing Protocols-RIP, EIGRP, OSPF and BGP.

EDUCATION

B. Tech (Electronics and Communication Engineering)

Cochin University of Science and Technology (CUSAT)

07/2013-05/2017

Board of Higher Secondary Examination

Kerala State Board, Kottayam, India

06/2010-05/2012

Secondary School Leaving Certificate Examination

Kerala State Board, Kottayam, India

06/2009-05/2010

PERSONAL PROJECT

Four Quadrant dc Motor Speed Control with Microcontroller.

Face recognition based attendance system with LIFI Technology.

TRAINING AND CERTIFICATIONS

India's Public Service Broadcaster.

ALL INDIA RADIO:KOCHI.

13/06/2016-17/06/2016.

Cisco Certified Network Associate(Routing & Switching).

Logic Software Solutions Ltd.

07/2017-01/2018.

PERSONAL DETAILS

DATE OF BIRTH: 06/06/1994

NATIONALITY: INDIAN

GENDER: FEMALE

MARRITAL STATUS: MARRIED

VISA STATUS: FAMILY VISA

DECLARATION

I, SHABNA SUHAIL, hereby declare that; the above mentioned information is true up to my knowledge.

SHABNA SUHAIL