

# SHABNA SUHAIL

HELP DESK ENGINEER



PLACE: MUSSAFFAH

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## 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