



MUTTAMAIN CHAUDHARY

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DEIRA DUBAI UAE

Education

2018 - (B.C.A)

GL University India

Bachelor of Computer Application

Technical Skills

- Operating System : Windows (XP/Vista, 7, 8, 10, 11) IOS
- Office Package : Microsoft Word, Excel, PowerPoint, Outlook
Microsoft 365
- Graphic software: Photoshop, Coral Draw, Adobe illustrator
- Account Software: Tally ERP & Zoho Basic.
- ITSM Experience Using Zendesk Tools
- Technical Support
- System Configuration
- Software installation
- Troubleshooting Technical Issues
- Hardware and software installation
- Reporting & Documentation

Career Summary

- Customer-focused Desktop Support Engineer with **4+ years** of experience with abroad spectrum of computer operating system applications and hardware. Exceptional customer service and communication skills; consistently conveys competence and concern to end users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution.
- **5+ years** of experience as an Administrator. Dynamic and results-oriented with exceptional skills in team lead, analyzing performance trends and ensuring compliance with regulatory agencies. Solid track record of success in increasing sales and improving customer service while holding high moral and ethical standards and a reputable character. Swiftly comprehends the big picture and executes the boldest of organizational visions.

Experience

- **Organization** : Azizpoor Tobacco Trading L.L.C
- **Address** : Abu Hail Dubai UAE
- **Role** : Administrator
- **Period** : Sep 2019 - Present

Responsibility :

- Keep databases in computer and update them regularly.
- Conducts the monitoring of items undelivered and delivered.
- Daily Entry Purchase expenses in tally
- Manage warehouse stock incoming and outgoing with daily base.
- Handles all product routes inquiries with clients.
- Answering all calls and emails from the client and other concerns of the group assigned coordinated ship dates for all orders from manufacturing, providing sales managers with special considerations when necessary.
- Interfaced with manufacturing, accounting, and shipping, communicating fulfillment of customer delivery requirements according to company's capabilities.
- Generated daily, monthly, quarterly and yearly total sales commission's reports.
- Maintained, tracked and managed all demonstrations of products at customer locations, ensuring prompt sale or return of all equipment involved.
- Authorized, tracked and ensured proper credit for returned equipment
- Ensured shipment/distribution of office materials to sales, marketing, Customer service departments.
- Providing users with technical support for all software and hardware issues, including desktop, laptop, LAN, and remote access.

- **Organization** : Sam Solution Pvt Ltd
- **Address** : Gujarat Palanpur India
- **Role** : Desktop Support Engineer (IT)
- **Period** : 2012 - 2015

Responsibility :

- Single point of contact for end user to receive support and maintenance for computers and network system.
- Providing users with technical support for all software and hardware issues, including desktop, laptop, LAN, and remote access.
- Provide software anti-virus, anti-malware, and connected backup support.
- Installation and configuration of desktop and Laptops.
- Installation of all printers and scanners as well as Sharing Printers.
- Works with vendor support to get hardware parts replaced as per the warranty.
- Connect all systems in the domain.
- Provide Internet at user places like warehouse, offices, and houses using wireless devices.

Personal Details

- **Date of Birth : 1st November 1991**
- **Nationality : Indian**
- **Visa Status : Employment Visa**
- **Visa Expire Date : 01 Jan 2025**

Language

- **English**
- **Hindi**
- **Urdu**
- **Gujarati**

- Reinstallation of Windows and other software for users when needed.
- Ability to complete several tasks and responsibilities concurrently without making mistakes.
- Create Data Recharge voucher on our own website and provide users.
- Connect wireless devices and provide internet to end users
- Managing IT stock and inventory on a daily basis.
- Managing access to specific people by giving them limited access regarding different uses of different files over the network.
- Connecting to remote machines using Remote Desktop Connection and Team viewer.
- Provide user data and application recovery.
- User account administration, account creation and management, password resets, monitoring and analyzing incoming calls, problems support request.
- Respond by using Zendesk ticketing tools to make sure the service level agreement is achieved and close the ticket manually at the given time.
- Outstanding problem-solving skills and troubleshooting skills to effectively handle software, hardware, and IT systems issues.
- Strong ability to interact with people from various departments in the organization
- Strong diplomacy, communication, and leadership skills
- Exceptional ability to work in a fast-paced environment and perform multiple tasks simultaneously.