Mohamed Hashif
IT Assistant/IT Support

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: 26th May 1998

: Sri Lankan

: Dubai, UAE

: mohamed-hashif-00737b1a4

: Hashif Cassim

: +971 56 938 0965

: Possessing a valid Sri Lankan Driving License

Aspiration

Secure a conscientious career opportunity to maximize my training and skills, whilst providing a significant contribution to the success and prosperity of the company

Professional / Academic

☐ **2020 –** Professional Linux Training Complete Linux Course (RedHat/CentOS)
Udemy
Successfully Completed

☐ **2020 –** MCSA 70-412 (Configuring Advanced Windows Server 2012)
E-Win Networks
MCID – MS0618467129 **(Pass)**

☐ **2019 –** MCSA 70-411 (Administering Windows Server 2012)
E-Win Networks
MCID – MS0618467129 **(Pass)**

☐ **2019 –** MCSA 70-410 (Installing and Configuring Windows Server 2012)
E-Win Networks
MCID – MS0618467129 **(Pass)**

Objective

Highly self-motivated and genuine Information Technology Professional seeking a position as an **IT Assistant / IT Support** to apply my **Technical, Database and Management** skills coupled with my competence in **Networking and Hardware** to achieve business goals by identifying opportunities to deploy well-regulated systems, elevate my skills and upgrade my knowledge with regard to the new and rising trends in the **IT Industry**

Time Line

IT Assistant   **April 2019 – October 2019**

Motor Point/Auto Mobile Company (Kandy, Sri Lanka)

(Motor Point is a company with its focal point being the automotive industry, deals with the import of all types of motor vehicles, auction towed vehicles, selling of spare parts and auto parts in conformity with the provision of automobile dealership services)

Duties & Responsibilities:

➲ Download, install and configure computer hardware, software and server network systems
➲ Ensure optimal performance of desktop computer systems
➲ Setting up computer workstations including peripheral devices
➲ Analyze and resolve end-user workstation problems including network printers
➲ Implement, administer, troubleshoot and repair computing and network devices used in any part of station facilities including laptops, office computers, servers and printers
➲ Install and manage Active Directory, DNS and DHCP servers
➲ Perform backups as a part of contingency plan
➲ Ensuring security and privacy of networks and computers
➲ Write clear, concise documentation for team members

Sales Executive & Cashier   **November 2017 – March 2018**

Blue Field Tea Gardens (Pvt) Ltd/Tea Centre (Colombo, Sri Lanka)

(Blue Field Tea Gardens is a company that manufacture and export a vast array of fine-quality tea along with the possession of cutting-edge tea centres and fine-dine restaurants in and around Sri Lanka)

Duties & Responsibilities:

   Sales Executive

➲ Managing organizational sales by developing a business plan that covers sales, revenue and expense controls
➲ Promoting the organization and its products
➲ Setting individual sales target with sales team
➲ Meeting planned sales goals
➲ Understand the ideal customers and how they relate to the products

Extra-Curricular

- ❖ Community Support Worker at Step-up Unity
- ❖ Attended the webinar on Administer Azure Infrastructure
- ❖ Member of Prefect Board in School
- ❖ Participated in Social Day Programs
- ❖ Participated in Muslim Media Forum
- ❖ Participated in Creative Programs
- ❖ Participated in English and Meelad Day Competitions
- ❖ Participated in First-Aid camp
- ❖ Participated in Zonal and Inter-House Athletics

Interests

- 🖥 Computing
- 📷 Photography
- 🌐 Traveling
- 🔥 Camping
- 🎖 Volunteer work
- 🏆 Sports
- 🏃 Shopping

Language

- ✉ Tamil — Native
- ✉ English — Fluent
- ✉ Sinhala — Fluent
- ✉ Arabic — Beginner

Referees

Upon Request

Cashier

- ➲ Manage transactions with customers using cash registers
- ➲ Collect payments in cash or credits
- ➲ Resolve customer complaints, guide them and provide relevant information
- ➲ Handle merchandise returns and exchanges
- ➲ Maintain clean and tidy checkout areas

Skills

◉ **General Skills**

- ➢ Installing and configuring computer hardware, operating system and applications
- ➢ Monitoring and dynamically maintaining computer systems and networks
- ➢ Exceptional problem-solving skills and keen ability to diagnose and troubleshoot system and network issues and solve hardware/software faults
- ➢ Setting up new user accounts, profiles and handling password issues
- ➢ Providing IT technical support services

◉ **Technical Skills**

- ➢ **Hardware:** Assemble, Maintain, Troubleshoot, Backup **–** Peripherals, Printers, Drivers
- ➢ **Software:** Installation, Backup, Debugging – Putty, Microsoft Office (Word, Excel, PowerPoint, Access), Adobe Photoshop/Lightroom, etc
- ➢ **Operating Systems:** Download, Install, Configure, Update, File/Backup Management **–** CentOS/RedHat, Windows Server 2012, Microsoft Windows 10, Windows 8, Windows 7, Oracle Virtual Box, VMWare, Android, iOS
- ➢ **Networks:** Installation, Configuration **–** Servers, Cisco Routing and Switching, IPv4/IPv6, AD DS, DHCP, DNS, LAN/WAN Technologies, etc

◉ **Leadership and Management Skills**

- ➢ Promoting productivity and quality standards
- ➢ Maintaining morale and workplace harmony
- ➢ Carryout delegated tasks diligently and efficiently

◉ **Problem-Solving Skills**

- ➢ Skilled at detecting problems, evaluating options and generating solutions
- ➢ Utilizing technical skills to solve the problems in a quicker and efficient way

◉ **Team Work Skills**
- ➢ Collaborate effectively to get things done
- ➢ Build solid relationships with teammates by fostering teamwork

Declaration

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the accuracy of the above-mentioned particulars

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Signature

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Date