



JUNAID K P

IT Support

PROFESSIONAL SUMMARY

Skilled IT support with 4 Years & 1 Months experience in Technical IT support and SAP MM operations. Fast worker able to resolve problems quickly, delivering high levels of satisfaction.

CONTACT

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EDUCATION

**MCA:MASTER OF COMPUTER
APPLICATION(PG)**

**BCA:BACHELOR OF
COMPUTER
APPLICATION(DEGREE)**

**CCNA,DESKTOP
ENGINEERING,MCSA,ITIL
FOUNDATION,INFORMATION
SECURITY**

EXPERIENCE

IT Support, Lulu Hypermarket (Riyadh, Saudi Arabia)

Duration: June 2018 – July 2022

Objectives

To succeed in an environment of growth and excellence and earn a job which provides me job Satisfaction and self-development and help me to achieve personal as well as organization goals

Roles & Responsibilities

IT Support

Monitoring tickets from end user and communicating users for better clarification
Assigning tickets to corresponding departments
Troubleshooting **LAN** and internet connectivity
Provide help for the client's by connecting via remote link via **Microsoft Team**.
Upgrading patch files in Server
Monitoring Ecom orders through SAP hybris
Maintain and resolve issues on **VoIP telephone**.
Basic Knowledge about switches, routers and access points
Adding and removing users from work group in **Windows Server 2012 R2**
Installing and maintaining hardware and computer peripherals.
Installing and upgrading **operating systems and computer software**.
Installation, Imaging, Troubleshooting **POS terminal**
Connecting **printers' scanners and IP phones** other devices through network
Installing and troubleshooting **Portable Data Terminal (PDT)**
Support in testing and deployment of new applications and systems
Configuring and Updating METLER TOLEDO Weigh scales.
Monitor and respond quickly to incoming requests relate to IT issues.
Maintain computer systems and act as support if any system goes down.
Responsible for PC's, Printers, Servers, and related equipment (monitor, keyboard, mouse, hard drive, etc.)
Maintain user PCs, including upgrades and configuration as needed.
Keep inventory of all equipment, software, and license users.
Installing and Troubleshooting Zebra Printer.
Knowledge about Microsoft office.
Assigning & Creation AD USER & SAP USER for the Departments Through Helpdesk.
WINCOR NIXDORF BEETLE M-III installing and troubleshooting.
Knowledge about Business operating Process Such as MM,SD in SAP&BI.
Ensure the smooth functioning of IT for the business operations

SAP MODULE USED

SAP MM, SAP WM
SAP BI.



LANGUAGE KNOWN

ENGLISH
MALAYALAM
HINDI
ARABIC

SOFTWARE USED

Outlook• MSOffice• MSWord•
MSExcel • Libre Office• SAP HANA
GLPI HELPDESK

SAP MM Support

IT Support, Lulu Hypermarket (Riyadh, Saudi Arabia)

Duration: June 18 – July 22

Responsible for reviewing POS information.

Keep stock control systems up to date and make sure inventories are accurate.

Analyze Sale, Growth and Wastage and report to concerned Buyers and Managers.

Make Month to Month and Year to Year comparison report using BI

Mailing concerned Buyers and Managers about sales & requirements

Update System stock with physical stock after the confirmation of audit and accounts.

PROJECTS HANDLED

Grade Line ERP

Environment –visual Studio, SQL server 2008

GRADELINE ERP - The complete suite of web based school management software to manage the entire campus operations and administration.

KEY SKILLS AND CHARACTERISTICS

- Excellent written and verbal communication with the ability to communicate effectively to all levels.
- Ability to work as part of a team towards individual and shared goals
- Self-motivated with the ability to work on own initiatives and under pressure
- Ability to handling multiple work and undertake new task quickly
- Spread positive vibes around my environment

Detailed Information

Name As per ID Proof	Junaid k p
Age	29
Marital Status	Married
Highest Full-time education	Master of Computer Application(MCA)
University	Calicut University
Previous Position	IT support and SAP Technical Support
Previous Employee	LULU Group of International
Industry	Retail
Looking for	IT support or SAP Technical Support
Job Type	Full time
Years of experience in	IT Support 4 Years & 1 Months
Nationality	INDIAN
Notice period	Immediate joining
Current Location	Sharjah ,UAE
VISA type	Visit visa

“Thank you for your time. I look forward to hearing from you in the new future.”

JUNAID K P