Mohammed Fabeel
IT SUPPORT ENGINEER

IT Support with more than 6 years of experience Install and maintain end user hardware and server hardware, troubleshooting both hardware and software issues that occur. Coordinate with third party vendors to install and maintain their hardware and assist with troubleshooting. Add, edit and remove users from company systems as needed

Contact

Phone
+971 505928926
+91 7510177243 (WhatsApp)

Email
febifabeel@gmail.com

Address
Villa 5B. Hamdak hamdan 21 A street
al wuheida. Hamriya port 1. Abuhail

Visa Details
Visa Expiry Date - 24/05/2024
Passport No - R0356982

Skills

- Problem-solving skills
- Install and configure hardware, software, systems, networks, printers and scanners
- Verbal and Virtual Communication
- Investigate, diagnose, and solve computer software and hardware problems
- TCP/IP Subnetting and Configuring IP Addresses
- Mobile and device management

Expertise

- Programming language C, C++ , Assembly language 8085 and 8086
- Microsoft office software's
- SQL
- Documentation
- Testing & Issue sorting

Language

English

Malayalam

Hindi

Tamil (speak)

Experience

2020- Present
Yathir International LLP (**eTravel**)

IT Support Engineer

- Providing front end support to clients and colleagues in other departments
- Oversee the installation and maintenance of software applications
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Consulting with the software development team, internal users, and clients to improve application performance
- Updating accounts receivable and issue invoices
- Prepare and submit weekly/monthly reports
- Post and process journal entries to ensure all business transactions are recorded
- Monitoring, Optimizing and Troubleshooting Active Directory
- Providing L1 support on Network , User access management, Server related and other IT related issues. Coordinate and follow up with concern support team to resolve the end user issues

2017 - 2020
Nuvac Group Of Companies

IT Support Engineer

- Responsible for installing, configuring, and managing Voice over Internet Protocol (VoIP) systems With Superiors
- Troubleshoot and resolve many VOIP related issues Managing and responsible for providing L2 support for all end-user issues
- Responsible and knowledge about the Ticketing Knowledge about Routing, DNS, DHCP, TCP/IP, Excel
- Actively manage IP Communication
- Ensure the highest levels of customer satisfaction
- Adding network users and managing company permissions
- Monitoring and maintaining computer systems and networks
- Panel front end backend management
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams also guide them for the addition of port, concurrent graph value, etc

Education

Bsc Electronics (2012 - 2015)

University of Calicut/CAS Vazhakkad

Cisco Certified Network Associate (2012)

Logic Institution Calicut

Microsoft Certified IT Professional (2011-2012)

Logic Institution Calicut