

Mohamed Ameen
System engineer

Bengaluru, Karnataka - Email me on Indeed: [indeed.com/r/Mohamed-Ameen/ba052bfa70e4c0b7](https://www.indeed.com/r/Mohamed-Ameen/ba052bfa70e4c0b7)

I am looking for a job opportunity as a System Engineer that gives me professional growth and excellence and enables me to contribute my efforts in the success of the organization.

WORK EXPERIENCE

IT Operations Analyst

Accenture

I am looking for a job as system engineer that gives me professional growth and excellence and enables me to contribute my efforts in the success of the organization.

technical support engineer

Convergys for Microsoft -

November 2014 to November 2015

Currently working with Accenture as a Subject Matter Expert for the Remote Technology Support team in IT Operations.

EDUCATION

B.E in Electronics & Communication

Visveswaraiah Technological University - Bengaluru, Karnataka

2013

Electronics Project

Al-Ameen PU College

Rajiv Gandhi Institute of Technology

SKILLS

Active Directory (2 years), Microsoft office, Windows, End user computing (3 years)

CERTIFICATIONS/LICENSES

CCNA

CCNA certified

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ADDITIONAL INFORMATION

Skill set:

Networking:

- > Knowledge of OSI and TCP/IP architecture.
- > Knowledge of Routing Protocols.
- > Knowledge of Virtual Private Network and IPv6.
- > Wireless LAN
- > Installing, configuration & Troubleshooting of Operating System such as Windows client (XP, Vista, 7, 8x and 10)
- > Installing, configuration & Troubleshooting Microsoft Office {2013, 2016, 365 pro plus (Outlook and Other Office Tools Such as Excel, word, Power Point) }
- > Configuring and Troubleshooting Microsoft outlook in Blackberry, iPhone & iPad.

- > Configuring Group Policies in Domain & Work Group Environment.
 - > Create, modify and Manage User Account in AD Server.
 - > Creating Folder groups in File Server and providing Network folder access.
 - > Configuring & Troubleshooting Wireless Network & LAN, WAN Network,
 - > Installing and Configuration of VPN clients.
 - > Workgroup and Domain level security policies.
 - > Migration and Up gradation of Server/Desktops.
 - > Installation and Troubleshooting of Symantec Endpoint Antivirus.
 - > Installation and Troubleshooting of Avecto Defend point client.
 - > Managing & Troubleshooting Printer, Scanner, Fax.
 - > Configuring Managing and Troubleshooting SCCM on End user machines.
 - > Perform 1st Level troubleshooting and/or escalate as appropriate issue to warranty Vendors.
 - > Maintain Inventory of all warranty / AMC assets for the current year.
 - > Maintain an Inventory of parts for emergency repairs.
 - > Coordinate with vendors and with company personnel to facilitate purchases.
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- > Working on Web Tickets Tools.
 - > Handling Escalation and Severity for Incidents.

Operating System:

- > Windows 7, Windows 8, Windows 8.1 and Windows 10.

Application:

- > MS Office, Service Now, ITSM, LogMeIn Rescue