



MOHAMMED SHAREEF

IT Support Engineer

PROFILE SUMMARY

Seeking a challenging Position in your company, where I can give my best performance for the improvement of organization and self by learning new skills & enhancing my knowledge.

CONTACT DETAILS



+971528787739



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Abudabi United
Arab Emirates



<https://www.linkedin.com/in/mohammed-shareef-71a644234>

PERSONAL DETAILS

Date of Birth	15/07/1998
Sex	Male
Nationality	Indian
passport Number	T3422509
Languages	English,Hindi Malayalam,Tamil,

SKILLS

Computer proficiency

Effective communication

Problem solving ability

Prioritizing.

JOB RESPONSIBILITIES

LIGHT MASS SOLUTIONS ,Bangalore, India 2020 Feb-2022-Jan

IT Support Engineer

- Software / Hardware problems respond and react quickly Add or remove user accounts and system information into Active directory.
- Handle Microsoft outlook email issues
- Providing Video Conferencing support to employees
- Interact with employees, Resolve tickets raised against the technical issues
- Provide printer support, asset management, system health checkup
- Configuring VPN clients.
- Interact with server teams, network teams and remote teams for resolving particular tickets
- Check antivirus and windows updates.
- Image and reimaging the operating system over Network(DHCP)
- Update Group Policies and activate across the Domain. Managed Group Policy Objects throughout the Active Directory enterprise
- Maintaining and creating Organizational Units(OU's) in AD

TECHNICAL SKILLS

- Configuring and troubleshooting of routers and switches.
- configuration and troubleshooting of routing protocols like RIP version 2, EIGRP,
- OSPF. Configuring Redistribution between various Protocols.
- TCP/IP subnetting and configuring IP Addresses (IPV4 and IPV6)
- Strong Hands-on experience with Routing Protocols like Rip, OSPF, EIGRP
- OSPF(Network types, Area Types, Authentication, Virtual link, Summarization)
- Good knowledge in configuring and troubleshooting ACL's and NAT
- Gateway Redundancy Protocols like HSRP, VRRP, & GLBP
- Port Bundling protocols LACP, PAGP
- Switchport-security configuration.
- Good understanding of OSI Models & TCP/IP Protocol Suite
- STP tuning & STP security features like BPDU Guard, ROOT Guard, LOOP Guard, and UDLD WAN Encapsulation Protocols (HDLC, CHAP)
- Configuring and troubleshooting DHCP&DNS .

EDUCATION QUALIFICATION

DIPLOMA IN INFORMATION TECHNOLOGY : KERALA
STATE INDUSTRIAL TRAINING INSTITUTE
2017-2019

HIGHER SECONDARY
KERALA STATE HIGHER SECONDARY BOARD
2015-2017

SECONDARY
KERALA STATE SECONDARY EDUCATION BOARD
2013-2015

TRAINING COMPLETED

CISCO CERTIFIED NETWORK ASSOCIATE
(CCNA R&S)
2019-2020

YOURS SINCERELY

Mohammed Shareef