



Afroz Alam Mohammed Seraj

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OBJECTIVE: Dynamic and resourceful Desktop\Laptop Support and network cable technician, recognized for top technical support performance in a variety of desktop operating systems, hardware components, and IT Network Peripherals.

➤ **Career Profile**

- Providing Technical hands-on capabilities with installation and configuration, remote monitoring, help-desk customer service tech support, maintenance, and troubleshooting.
- Hands-on experience on telephone support i: e Panasonic, NEC PBX configuration, Avaya 1st line support.
- Camera installation on various sites, offices, and configuration.
- Doing cable and network work at new setup sites and offices which includes all cabling work, patch panels setup, and proper RACK setup.

➤ **TECHNICAL KNOWLEDGE:**

- LAN Administration.
- Windows Client OS (XP, Vista, 7, 8,10, and 11 Win.)
- Basic Network Fundamentals.
- Hardware/Software Installation.
- Firewall Security i: e 'Antivirus'.
- Troubleshooting / Problem-Solving.
- Technical Support / Customer Care.
- PABX Configuring /Telephone Configuring Support

➤ **CORE COMPETENCE:**

- Ability to perform with minimal or no supervision.
- Outstanding communication ability, verbal and written.
- Multi-tasking ability, organization.
- Effective problem-solving.

➤ **Professional Work History**

Al Fara'a Group, Abu Dhabi, UAE

2007 -2021

Saif Al Khaili Group (Emirates Hospitality Center)

2022-present

IT SUPPORT ENGINEER | IT SERVICE DESK

- Installed, Configured, and maintained the functionality of company desktop systems, together with peripheral appendages and software.
- Kept in constant touch with vendors to resolve problems as quickly and efficiently as possible.
- Providing computer system support for both staff and customers
- Regular checks, and tests of the network which include cabling work, patch panels, and RACK Setup.
- Install and Manage software packages
- Cable maintenance and printer & File sharing.
- Able to train employees; identify, analyze, and repair product failure.
- Manage PC setup and deployment for new employees using standard hardware, images, and software.
- Communicating with a third-party vendor for installation or troubleshooting with special devices such as Attendance systems, Cameras, etc.

➤ **Education**

10th from Siddhartha Secondary School, Birgunj, Nepal.

2001-2002

Computer Science Engineering at Al Kabir Polytechnic Jamshedpur

2002-2004

45 days of Training from Nepal Telecom, Nepal

2014

UAE Driving license

03/04/2023 - 02/04/2025.

➤ **Personal Information**

Name: Afroz Alam Mohammed Seraj

Father's Name: Mohammed Seraj

Hobbies: Body Building, Reading,

Date of Birth: 27/08/1982

