MUZAMMIL WALILE

IT OPERATIONS ENGINEER

CONTACT DETAILS

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SKILLS SUMMARY

- ● ● ● ● Analytical Thinking
- ● ● ● ● Troubleshooting
- ● ● ● ○ Budgeting and Cost Analysis
- ● ● ● ● Attention to Details
- ● ● ● ● Staff and User Training
- ● ● ● ● Knowledge of Manufacturing Processes

CAREER OBJECTIVE

Customer-focused IT Support Engineer with more than 5 years of experience with a broad spectrum of IT Technologies. Exceptional customer service and communication skills consistently convey competence and concern to end-users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution.

WORK EXPERIENCE

Computer Technician

Heavy Engineering Industries & Shipbuilding Co. K.S.C. (Public) | Kuwait | (January 2020 – March 2020

- Set up hardware and install and configure software and drivers
- Maintain and repair technological equipment (e.g. routers) or peripheral devices
- Install well-functioning LAN/WAN and other networks and manage components (servers, IPs, etc.)
- Manage security options and software in computers and networks to maintain privacy and protection from attacks
- Avaya IP Phone Configuration
- Perform regular upgrades to ensure systems remain updated
- Troubleshooting system failures or bugs and provide solutions to restore functionality
- Arrange maintenance sessions to discover and mend inefficiencies
- Keep records of repairs and fixes for future reference
- Ethernet Structure Cabling RJ45 Crimping

IT Service Technication

Sharaf DG | Dubai United Arab Emirates | March 2015 – Oct 2018

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Desktop Support Engineer
Apple Computers Solution | Mumbai India | July 2013 – Dec 2014

- Troubleshooting of Operating System
- Basic Networking, Map drive, Data Sharing
- Remote Desktop Support and Remote Assistance
- Basic Firewall Configuration
- Excellent customer facing skill
- Structure Cabling
- Selling IT Product

SKILLS

- A positive attitude towards customer service and good communication skills.
- Commercial technical support experience.
- Solid Active Listening Skills.
- Excellent Problem-Solving Skills.
- Ability to Work as Part of a Team.
- Ability to be clear & concise when explaining technical procedures to customers.
- Good Multitasking Skills.
- The Ability to Show Resilience.
- Have a Pleasant Personality.
- Presentation Skill
- Microsoft Office – Outlook, Excel, V-Look Up
- Negotiation With Customer
- Creating Relationships with Customers

QUALIFICATION

Diploma in Electronics & Telecommunication Engineering. | June 2013

PROJECTS

Engineering Project: Electromagnetic Space Shuttle Launcher.
Brief: Electricity has greater amount of energy than that of the conventional fuels. The main advantage of using this machine is that it replaces the initial huge fuel boosters used in the conventional rockets. It is use in military application

PERSONAL DETAILS

Full Name : Muzammil AbdulRazzak Walile
Date of Birth : 01 July, 1989
Marital Status : Single
Passport Details : Indian Passport (No. Z5364303) Valid till 2029
Languages Known : English, Arabic ,Hindi ,Urdu