

SHAHZEB RAHMAN

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Objective	To Secure A Challenging Position Where I Can Effectively Contribute My Skill.
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Skill Set Summary

- Experience in Service Desk and Remote Desktop Support.
- Experience in Windows/VMware in administering, optimizing and infrastructure.
- Monitoring & Optimizing Server performance, time, availability and so on.
- Windows Servers OS troubleshooting through memory dump/analysis.
- Server hardware and software management using Remote tools to upgrade driver and firmware, etc.
- Troubleshooting various error screens that pop up on the computer or fatal system errors.
- Installing, configuring and troubleshooting of MS office, outlook, antivirus and active directory, etc.
- Knowledge in troubleshooting of desktop/laptop, printer and router, etc.

Summary of Experience:

Organization	HCL Technologies
Process & Designation	IHG – Specialist Band 2.1 SAP ID: 52160988
Duration	Worked from 2nd Jan. 2023 till 11th Feb. 2024
Job Description	Identify and diagnose issues and problems through remote. Categorize and record reported queries and provide solutions. Support problem identification. Advise users on appropriate course of action. Monitor issues from start to resolution. Escalate, if needed, unresolved problems to a higher level of support. Provide advice and support to windows computers, modems, printers, proliant servers, etc.
Organization	Al Babtain LeBlanc Power & Telecommunication Systems, Riyadh, K.S.A.
Process & Designation	Document Control, Office Administrator and System Specialist
Duration	Worked from 18 th June 2014 to 18 th June 2020. [6 years]
Job Description	Hardware and software troubleshooting for laptops, desktops, printers and plotter over remote. Remotely updating the engineering software like ProSteel, TowerPro, AutoCadd, etc. Running weekly backup and other security software of all the engineering computer systems on shared drive, as per guidelines of I.S.O. Regular maintaining of the reports for cases resolved or documents released as per B.S.I., [UK standards body, Global certification company]. Servicing the management and customers with the information required by them, as per guidelines of I.S.O. Managing and updating of data for six monthly audit by B.S.I.
Organization	iYogi Technical Services, Gurgaon.
Process & Designation	Technical Support - Technical Specialist For Remote Desktop support
Duration	Worked from January 2012 to June 2014 [30 months]
Job Description	Handling incoming calls from iYogi customers located in North America, Canada, U.K. and Australia. Responsible for hardware and software troubleshooting for laptops, desktops and printers. Identifying customer needs during troubleshooting and accordingly up selling computer hardwares, softwares, accessories, anti-viruses, etc.

	Follow up with the customer in order to check the proper functioning of the serviced product. Call back the customers on the given date and time whose issues are still unresolved. Regular maintaining of the reports for Issue Resolved Cases, Closed Cases, Pending Follow ups and Sales.
Organisation	Wipro BPO, New Delhi.
Process & Designation	H.P. Tech - Technical Support Front Line Agent
Duration	Worked from November 2009 to July 2011 [19 months]
Job Description	Handling incoming calls from H.P. consumers located in North America and Canada. Responsible for Hardware and Software Troubleshooting for H.P. Products through remote support. Consumers' calling for H.P. Products covers H.P. All-In-One Printers, H.P. Deskjet Printers, H.P. Officejet Printers, H.P. Photo smart Printers and H.P. Fax Machines. Identifying customer needs during troubleshooting and accordingly up selling H.P. Products and Services. Follow up with the customer in order to check the proper functioning of the H.P. Product. Call back the customers on the given date and time whose issues are still unresolved. Regular maintaining the reports for Issue Resolved Cases, Closed Cases, Pending Follow ups and Sales.
Organisation	Info Edge India Limited, Noida.
Process & Designation	Jeevansathi.com - Client Relations And Tele Sales Executive
Duration	Worked from February 2007 to July 2009 [28 months]
Job Description	Responsible for Tele Sales, inbound calls and walk in customers. Identifying customer needs and accordingly selling the services. Keeping track of the records in alliance with customer need, doing regular follow up to upgrade the customer at the end of the service period. Filter and search the database based on customer requirements. Follow up and keep a track of the profiles who revert with an interest and who are a part of the shortlisted profile pool. Managing collections & generating relevant M. I. S. reports.

Summary of Education:

Post-Graduation	Master of Business Administration [M.B.A.]
Institute	Swami Vivekanand Subharti University, Merrut. (U.P.)
Academic Session	2016 – 2017.
Graduation	Bachelor of Commerce [B. Com]
Institute	University of Allahabad
Academic Session	2003 - 2006
Intermediate	Commerce Stream [12th Standard]
Institute	Boys' High School And Inter College, Allahabad.
Academic Session	2002 - 2003
High School	Commerce Stream [10th Standard]
Institute	Boys' High School And Inter College, Allahabad.
Academic Session	2000 - 2001
Computer Course	C. C. A.

Personal Details:

- > Permanent Address: 497, Sultanpur Bhawa, Allahabad, Uttar Pradesh, India. Postal Code: 211003.
- > Date of Birth: April 25, 1984
- > Adhaar No.: 4625 8889 0295
- > PAN Card No. : AKLPR0317E
- > Passport No. : J 8799936
- > Father's Name: Mr. Habibur Rahman

- > Marital Status: Married
- > Nationality: Indian

I hereby declare that all the above-furnished details are correct to the best of my knowledge.

Place: Lucknow, Uttar Pradesh.

SHAHZEB REHMAN