Abdul Nafih IT Support Technician

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github.com/BQLogics Kerala India

Education

Advance Diploma IT & CloudComputing 09/2022 - 10/2024
National Skill Training Institute , vidyangar Hyderbad, India

Diploma in Computer Engineering 06/2017 - 05/2020
Ssmpolytechnic College, Tirur Malappuram, India

Skills Summary

Hardware — Computer, Printer ,Hub, Router, Switch, Repeater, Scanner, Firewall, Thin-Clients,Projector , Smart Board

Software — MS office, Open office, Wireshark, Nmap, Angry IP Scanner, Wazuh , WordPress, Payload,

Platforms — Windows, Linux, Mac, Windows Server, Linux Server ,AWS, IBM Cloud, GCP

Soft Skills: — Problem Solving, Rapport Building, Team Management, Excellent Communication,

Specialized Skills — Coding (html,css, js,Python), Data analysis , Data Visualization , Data Management

Professional Experience

KMCT Group of Institutions , 10/2021 - 08/2022
Technical Assistant Malappuram, India

- Managed support requests from management, faculty, staff, and students, ensuring minimal disruption to operations.
- Diagnosed and resolved hardware, software, and network issues, enhancing system reliability and user productivity.
- Provided technical support for administrative systems, including college accounting and ERP systems.
- Installed and maintained network printers, computers, networking devices, and smart devices, ensuring optimal performance.
- Managed IT asset inventories, tracking warranties, AMC details, and renewal schedules, and monitored junior IT staff tasks.
- Provided on-site technical support for events and system upgrades, ensuring seamless operations.
- Conducted training for staff and students on new systems and software, improving technological proficiency.
- Collaborated with faculty and administrative staff to address technical needs effectively.

Certificates

Computer Hardware Basics — cisco | **Operating System Basics** — cisco |
Introduction to Cyber Security — cisco | **Explore Emerging Tech** — ibm

Languages

- English
- Malayalam
- Hindi
- Arabic