

# Noushad Ali

IT Technical Support

## Contact

### Address

Kattekat House,  
Kizhumuri PO, 679307  
Palakkad, Kerala India

### Phone

+919746482962

### E-mail

noushadali.katt@gmail.com

## Technical Profile

- Microsoft Windows
- Microsoft Windows Server
- Active Directory
- Microsoft Exchange.
- Microsoft Office.
- LAN/WAN.
- Point of Sale System.

## Competencies

Troubleshooting proficiency

Hardware diagnosis

Problem solving

Backup and recovery

Network diagnostics

## Languages

English

Arabic

Hindi

Malayalam

## Certifications

MCSE

MCSA

MCP

Technology-inclined professional possesses strong troubleshooting capabilities. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

## Work History

2015-05-  
Current

### IT Technical Support

*Al Salem Group, Khamis Mushait*

- Installed and configured POS system Hardware and software,
- Setup Thermal printers, Barcode scanners and printers, Weighing Balance devices, Handheld Inventory devices and Bio-metric attendance system.
- Maintained and performed hardware repairs on Windows based computers and peripherals.
- Responsible for installation and maintenance of CCTV surveillance and Audio Video devices for each branch locations.
- Maintained optimum levels of IT support to 50 staff across 10 sites.
- Troubleshot various incidents related to hardware, networks and software faults.
- Performed general administrative/office duties, including preparing reports and correspondence.

2010-05 -  
2013-06

### Hardware and Networking Technician

*Alruqee Group, Khobar*

- Supported multi-site IT infrastructure of at least 200 employees.
- Monitored and performed hardware and software upgrades to email and data servers, including operating systems and applications.
- Established and supported wireless LAN controllers and access points to provide wireless solutions with streamlined hardware.
- Prepared equipment for staff uses, installing cables, operating systems, Email client software and CRM software.
- Designed and deployed Group Policies within Active Directory Environment.
- Carried out new hardware installations, updates, keeping systems functional and secure.
- Installed new software for users and monitored version and patch update requirements.
- Maintained up to date Antivirus levels on all machines company wide.

## Education

2003-07 -

### BCA: Computers

2006-11

*Madurai Kamaraj University - Madurai*