SHAHEEN S B

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PERSONAL SUMMARY

Specializing in IT support and customer service. Possess skills in troubleshooting, problem-solving, and technical guidance. Able to deliver high-quality service desk support, improving system efficiency and enhancing user experience. Skilled in fostering positive relationships with clients and colleagues, ensuring seamless service delivery.

SKILLS

- Operating systems proficiency
- Networking technologies
- Virtualization technologies
- Microsoft office suite proficiency
- Remote desktop control proficiency
- Hardware troubleshooting
- Ticketing system proficiency
- Helpdesk experience
- Backup and recovery procedures
- Desktop support expertise
- Office 365 suite expertise
- Incident Management
- ITIL knowledge
- Active Directory Group Policy

WORK HISTORY

Service Desk Analyst, 12/2023 - Current
Kyndryl(On Contract With Etihad Airways) - Abu Dhabi, UAE

- Coordinated with different teams to resolve complex IT issues effectively.
- Alleviated system malfunctions by implementing effective troubleshooting techniques.
- Utilized diagnostic software for effective problem solving in a fast-paced environment.
- Worked proactively on critical incidents, minimizing potential negative impacts on business operations.
- Managed and resolved IT service desk queries, contributing to excellent customer support.
- Tracked and logged all service desk tickets using specific software tools, improving response times.
- Resolved technical issues promptly to guarantee uninterrupted workflow for end-users.

IT CUM DOCUMENT CONTROLLER, 06/2023 - 11/2023
DECAGON SCAFFOLDING ENGINEERING CO LLC - Dubai

- Organized departmental meetings regularly to discuss common challenges and devise solutions together.
- Established high-quality control measures, resulting in significant error reduction in documentation process.
- Managed the flow of both electronic and hard copy documents efficiently, thereby enhancing overall organizational effectiveness.
- Achieved improved operational efficiency through regular updates of document control procedures.

IT SUPPORT SPECIALIST, 05/2022 - 05/2023
GAME TOWN ELECTRONICS GAMES LLC - Dubai, UAE

- Analyzed and fixed hardware and software faults on Windows devices.
- Set up and customized software applications, printers, and additional peripherals.
- Supporting Client in addressing challenges such as sound, mic, etc.
- Inspecting computer hardware (SSD, mice, keyboards, etc.) to verify operational efficiency.

IT SUPPORT SPECIALIST, 11/2017 - 08/2020
KLICKZ DIGITAL SOLUTION PVT LTD. - India

- Delivered technical support to end-users through phone, email, and in-person interactions.
- Identified and rectified hardware and software issues on Windows devices
- Configured and deployed software applications, printers, and additional peripherals.
- Coordinate and plan upgrades and maintenance while ensuring minimal disruption to colleagues' workflow.

CERTIFICATIONS AND LICENSES

- CERTIFICATION ON COMPUTER HARDWARE AND NETWORKING
- ADVANCE DIPLOMA IN WEB & GRAPHIC DESIGNING

EDUCATION

BSC: COMPUTER SCIENCE, 05/2018 - 12/2019
ANNAMALAI UNIVERSITY - Chennai

DIPLOMA: COMPUTER ENGINEERING, 05/2014 - 11/2017
CENTRAL POLYTECHNIC COLLEGE - Trivandrum

LANGUAGES

English   **Hindi**
Malayalam