

# Naved jabbar

Technical Support Specialist



6 Years 2 Months



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nvdjabbar51@gmail.com



## Profile Summary

IT Support Engineer with 6.2 years of experience in managing and troubleshooting user systems, network configurations, and IT infrastructure. I am Azure/AWS certified to transition into Cloud Support/Infra Engineer roles. Strong knowledge of Windows OS, Active Directory, Remote Support Tools, and cloud fundamentals.

## Key skills

- Windows System Administration
- Application Support
- Windows Operating System
- VPN Configuration
- Cisco Meraki
- Remote Support
- Cloud Computing
- Oracle DBA
- Oracle SQL
- Storage Management
- Ticketing Tools
- MS Office
- HTML And CSS Developer
- Active Directory Support
- SCCM Administration
- Servicenow ITSM

## Personal Information

City New Delhi

Country INDIA

## Hobbies

- Excercise and cooking

## Languages

- English
- Hindi

## Social links

<https://www.linkedin.com/in/naved-jabbar-a62889148>

## Education

B.Tech/B.E., 2012

Noida Institute of Engineering & Technology, Greater Noida

12th, 2008

Uttar Pradesh, Hindi

10th, 2006

Uttar Pradesh, Hindi

## Work Experience

Apr 2024 - Present

Technical Support Specialist

Teleperformance (TP)

- Meraki dashboard: (Port recycle of Meraki VPN)
- VMware Horizon (Reset/Restart virtual machine)
- Network trouble shooting
- SBL VPN, Global Protect VPN.
- Hardware and Software trouble shooting
- Software Installation
- Remote Support(Screen Meet, SVA tools)
- M365 Admin portal
- VPN setup and configuration
- Windows OS & iMAC set-up/support.
- Technical support(voice/non voice)

Jun 2021 - Mar 2024

Service Desk Engineer

Wipro

- Application support
- Hardware, Software and networking trouble shooting

Nov 2019 - Jan 2021

Support Associate

Tech Mahindra

- Active Directory Management
- Hardware & Software trouble shooting
- Customer Support

Sep 2018 - Oct 2019

Support Executive

iEnergizer

- Customer support
- Hardware and Software trouble shooting



## Certification

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- Oracle Admin L 1
- Microsoft Azure Fundamentals: AZ-900 Exam Prep
- Hitachi Storage