



MOHAMED PAREES B

Help desk & Technical Support

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PROFESSIONAL SUMMARY

Detail-oriented and proactive Help desk and Technical Support with over all 3.9 years of hands-on experience in managing IT infrastructure, user support, and security, combined with a strong foundation in application development. Skilled in server administration, network management, virtualization, and troubleshooting, with proven ability to work independently and resolve technical issues efficiently.

PROFESSIONAL EXPERIENCE

- **System Administration: Windows Initialization & Support, setup, configuration, and maintenance.**
- **End- User Support: Troubleshooting hardware technical / software, remote Desktop assistance.**
- **Maintain: MS Office Install & Activated key.**
- **Documentation: Prepare Quotation's.**
- **CCTV setup, App Software & Web Application Installation Configure and Support Service. Like Hik vision, Dahua.**
- **Printing and scanners installation and configuration. Repairing basic. Challenging Hardware Initialization.**
- **Basic networking (TCP/IP, DNS, DHCP)**

PROFESSIONAL EXPERIENCE

Accenture, Chennai Technical Support

Aug 2024 – Jul 2025

- Provided technical support to faculty, staff, and Employee, ensuring smooth operation of staff systems.
- Installed, configured, and maintained desktop PCs, laptops, printers, projectors, and
- Diagnosed and resolved issues related to hardware, software, operating systems, and network connectivity.
- Supported Wi-Fi configuration, basic network troubleshooting, and escalated complex issues to network engineers.
- Conducted software installations, OS updates, antivirus management, and routine system maintenance.
- Managed IT asset inventory, documented technical procedures, and maintained accurate records of repairs and installations.
- Maintenance CCTV Configuration, Hikvision, Dahua DVR.
- IT projects such as lab setup, equipment deployment, and system upgrades.

Eviden (An Atos Business), Chennai Technical Support

Apr 2023 – Aug 2024

- Maintain accurate documentation
- Report IT support performance to senior management
- Troubleshoot basic hardware, software, and network
- Overseeing the installation and maintenance of cable equipment and developing and implementing new service work etc.
- Support staff members on support work.
- Solve Daily routine issues.

Atos, Chennai Help Desk Support

Oct 2021 – Apr 2023

- Respond to user inquiries via phone, email, or ticketing systems
- Troubleshoot basic hardware, software, and network issues
- Reset passwords and manage user accounts
- Install and configure standard software applications
- Escalate complex issues to higher-level support
- Document incidents and resolutions in ticketing systems

PROFILE

- **Father Name: Bahurudeen**
- **Date of Birth: 02, October, 1999**
- **Gender: Male**
- **Nationality: Indian**
- **Religion: Muslim**
- **Status: Married**
- **Iqama Transferable**

EDUCATION

Bachelor of Engineering / Technology

B.S. Abdur Rahman Crescent Institute of Science and Technology, Chennai. Tamil Nadu, India.

LANGUAGES

- English
- Tamil
- Arabic (Basic)