**RESUME**

**Md. Shadab Alam**

18 C G.J Khan Road Topsia

Kolkata:700039

Mobile: +91 07687092580

E-mail: mdshadaba21@gmail.com

**OBJECTIVE:**

* To constantly enhance skills adding value to self and in turn to the Organization.
* To focus on achievement of goals for self and organization.

**WORK EXPERIENCE:**

* Worked in Sutherland Global Services Ltd as a Technical support Executive (Consultant) in a Mcafee process from 15th Nov 2012 till 1st of Feb 2014.

KEY RESPONSIBILITY AREA

* Providing technical support over the phone through remote access.
* Resolving McAfee Anti virus issues on Windows and Mac based OS computer like uninstallation and reinstallation of McAfee Software,Blank Screen issue,Realtime scanning is off, firewalloff,update,subscription ,network connectivity issues,online backup etc.
* Providing support for Mcafee Mobile Security on Android,Blackberry and symbian based OS smartphones.

**ACADEMIC QUALIFICATION:**

|  |  |  |
| --- | --- | --- |
| **Name of the Course** | **Name of Institute** | **Year of Completion** |
| Madhyamik | Sri Aurobindo Siksha Sadan High School, Kolkata | 2009 |
| Higher Secondary | Khanna High School , Kolkata | 2011 |
| B.com 1st Year | Surendranath College | 2012 |

**PROFESSIONAL COURSE:**

* 12 Months Construction Supervisor course from aliyah university

**STRENGTH AND ACHIEVEMENT:**

* Good Communication ability with fluency in English, Hindi, Urdu
* Ability to lead and motivate team members for greater efficiency and output.

**HOBBIES AND SPECIAL INTEREST:**

* Playing carrom
* Playing Cricket, Football
* Surfing Internet

**PERSONAL DETAILS:**

Father's name : Lt. Md Hasib Alam

DOB : 18th Jan, 1993

Marital Status : Single

Religion : Islam

Nationality : Indian

Lang Known : English,Urdu,Hindi and can read and write Arabic.

All the information provided above are true to the best of my knowledge.

Date:- Signature

Md. Shadab Alam