**RESUME**

 **Md. Shadab Alam**

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 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