Mohammed Ashik

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Objective

- Detail-oriented IT support professional with a diploma in Information Science and Technology. Seeking a position where I can apply my technical knowledge, problem-solving skills, and passion for technology to provide exceptional IT support services. Dedicated to ensuring efficient operations, resolving technical issues, and delivering outstanding customer satisfaction.

Education

JSS ACADEMY OF TECHNICAL EDUCATION KARNATAKA

DIPLOMA OF EDUCATION IN INFORMATION SCIENCE AND TECHNOLOGY   **2019-2022**

- Graduated with 80% providing a solid foundation in data management, systems analysis, programming languages [C, C++, JAVA], and networking principles.

NATIONAL INSTITUTE OF OPEN SCHOOL BOARD (NIOS)

PRE-UNIVERSITY COLLEGE   **2019**

- Completed 2nd PUC in Science and Computer Science with 75%, gaining a solid foundation in scientific principles and computer programming.
- Proficient in Physics, Chemistry, and Mathematics, honing analytical thinking and problem-solving abilities.

ST. MICHAEL'S HIGH SCHOOL

HIGHER SCHOOL EDUCATION   **2017**

- Achieved an overall score of 81% in high school, demonstrating consistent academic performance and commitment to studies.

Experience

FRONT OFFICE ASSOCIATE CUM IT SUPPORT

PLATINUM COAST HOTEL APARTMENTS   DEC 2022 – CURRENTLY WORKING

- Front Office Operations: Welcome visitors, manage calls and emails, maintain reception area, and handle administrative tasks.
- Customer Service: Deliver excellent service to employees, clients, and visitors, effectively communicate technical information, and prioritize support requests.
- IT Support: Respond to support tickets, troubleshoot and resolve hardware and software issues, and maintain IT equipment.
- Problem Solving: Identify recurring issues, suggest improvements, and ensure timely resolutions for a seamless user experience.

EQUALIZE RCM

DATA ENTRY OPERATOR   **2021-2022**

- Accurate and efficient data entry: Demonstrated consistent high accuracy and efficiency in entering data into various databases and systems.
- Data quality management: Proactively conducted regular data quality checks, promptly resolving discrepancies to maintain data integrity.
- Process improvement: Implemented enhancements that significantly improved data entry efficiency, resulting in time and resource savings.

PROJECTS & ACHIEVEMENTS

- Successfully hosted the redesign and security enhancement of the college official website, improving user experience, implementing advanced design principles, and collaborating with cross-functional teams.
- I have completed my internship on python programming language.
- Successfully attended and completed a webinar on 'Java-Real Time Applications'

Skills & Abilities

- Technical Troubleshooting and Support
- Exceptional Customer Service
- Front Office & Administrative Proficiency
- Effective Communication & Collaboration
- Continuous Learning & Adaptability
- Strong Problem-Solver
- Excellent Communication
- Effective Team Player
- Adaptability and Flexibility
- Leadership Management

LANGUAGES

- English
- Arabic
- Hindi
- Malayalam
- Tamil
- Kannada

PERSONAL INFORMATION

- LinkedIn Profile: linkedin.com/in/mohammedashik5
- DOB: 18/03/2001
- Nationality: Indian
- Visa Type: Employment Visa.