

KHADER AHMED PAPA N

Senior-IT Helpdesk



EDUCATION

ANNA UNIVERSITY-DACE
BE - Computer Science
2007 - 2011

BOSTON MATRIC SCHOOL
Higher Secondary School
2005 - 2007

VANA VANI MATRIC SCHOOL
SSLC
2004 - 2005

SKILLS

- Work Ethics
- Adaptability
- Communication Skills
- Problem Solving
- Time Management

LANGUAGES

- Hindi
- English
- Urdu
- Tamil

CONTACT

+971-555-344931

17 15 Street, 203 Al Zarooni
Building, Al Mankhool, Dubai

Khaderpapa786@gmail.com

ABOUT ME

Senior IT-Helpdesk specializing in Tier 2 Technical support for End Users. Experienced with all stages of the Scenarios to help the customers. Strong background in technical and customer support. Currently I worked as a Lead Support for overseeing the day-to-day support provided to individuals. Also Providing coaching, mentoring and supervising the Team.

WORK EXPERIENCE

SUTHERLAND, INDIA

Performance Analyzer - Lenovo USA

July 2022- Dec 2024

- Sending All reports to be Team manager and Clients
- Audit the random call and check the hygiene of the call
- Callout has been made to Director and Account Manager, if there is any issue or performance of the team goes down.
- Callibration call with Client every week regarding the quality of the call.
- Creating RR Reports every week and send it to clients and Director.
- Preparing Slides for the Weekly WBR Call with Client.
- Update the KPI Target and send it to client.

SUTHERLAND, INDIA

Senior-IT Helpdesk - McAfee Antivirus

Oct 2014 - June 2022

- Work on Mobile issues by taking remote access.
- Tier 2 technical support for Partner clients.
- Supporting Cox and ATT customer for McAfee related issues
- Callback customer for Tier 2 supports and fix the complicated issue.
- Network Connectivity issues while installing the product.
- Remove the virus infected files from Pc and mac.
- Browser popup issue in windows 10.
- We will be handling Verizon customer for technical assistance regarding McAfee and network issue.
- Supporting Optimum customer for networking issue

IV SUPPORT TECHNOLOGIES, INDIA

Technical Engineer - My Techgurus

Mar 2014 - Sep 2014

- Provided Functional and Technical support, troubleshooting and software problems.
- Installation and configuration of Antivirus and basic level of Troubleshooting.
- Printer wireless configuration and settings.
- Email Configuration and hard drive backup the files

- Pop up and virus removal in MAC
- Supporting UK, Australia and US customer for all windows, network and printer issue.

ADDITIONAL INFORMATION

- **Technical Skills:** Microsoft office, C++, Java, Good Knowledge in Excel
- **Awards/Activities:** Received Client award from McAfee Client.
Received Certificates for OSAT and Quality in R&R

PERSONAL DETAILS

DOB : 04 January 1990
Nationality : Indian
Religion : Muslim
Passport No : U7870475
Linkedin ID : Khader papa

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge. I will show my best effort for the growth of the company.

**Khader Ahmed Papa N
Dubai**