

Asif Mahmood

Copier Service Engineer

Address: Tourist Club Area, Abu Dhabi
United Arab Emirates (UAE)
Email : asif.mahmood84@gmail.com
Date of Birth: 17-03-1984

Contact: 00971 50 3274150
LinkedIn
<https://www.linkedin.com/in/asif-mahmood-48681954>



A challenging position in the field of Copier Services and IT Support / Helpdesk in a fast-growing firm whereby I can utilize and enhance my technical and management skills in the field of hardware, Digital Copier, software and networking. I occupied multiple IT experience during my Seven years of experience in different environments in planning, design, pre-sales, Support of IT technologies, Print management Technology.

Experience

2013 -12 - Present

Copier Service Engineer

Gulf Commercial Group, Abu Dhabi, UAE.

Certified to install and diagnosed, troubleshoot and repair of high capacity digital copier, printers, scanners & faxes for brands as Kyocera, Samsung and HP etc.

Performed preventive maintenance on all equipment which consisted of replacing drums, blades and feed rollers etc.

Handle the tasks of identifying the malfunctioning part of the copier equipment and perform repairing/replacing parts.

Support and troubleshooting of Label printer, Barcode Printer and Scanner etc.

Performed user related issue like installation & troubleshooting of printer drivers, Firmware Up-grade, Scan to Folder, SMTP and SMB Server Setting etc.

Support and troubleshoot of Print management solution through **MyQ, SafeQ** to effectively man-age printing costs, consumables.

Perform mechanical adjustments; troubleshoot to field replaceable parts and diagnosis fault codes and repairs using product manuals.

Configured and implemented networking capability to existing network to all copiers enabling user to print remotely.

Responding multiple work orders daily from troubleshooting and repairing copiers, troubleshooting networking and connectivity issues and ordering parts.

Setup local area network (LAN) and hardware components, including the configuration of Cisco routers, switches and various crypto devices.

Provide customer training on assigned products to improve end user knowledge of equipment functionality and manage customer expectation and provision feedback to the technical manager.

Resident Service Engineer - 1 Year

SEHA – ABU DHABI (From GCG)

Supporting different hospitals like Tawam Hospital, Al Ain Hospital, and Ambulatory Health Service (AHS) under SEHA in different zone.

Install and diagnosed, troubleshoot and repair of high capacity digital copier, HP printers, Zebra ZT Barcode and Label Printer, Fujitsu scanners and faxes etc.

Used BMC Remedy Ticketing Tool to receive tickets from user and respond and fixed the issue within the time frame and close the ticket from system.

Check operation of equipment, clean, adjust as required to ensure optimal print quality. Replace consumables as required.

Resident Service Engineer - 2 Years

Siemens LLC, Abu Dhabi, UAE (From GCG)

Installation, maintenance and management of Server and Secure Printing Software (MyQ Printing Solution) for Printers and MFP's (Kyocera) products.

To check the stock of equipment and other cartridge and parts this required for repairing.

Resolve the user related issue (like installation & troubleshooting of printer drivers, Scan to Folder, SMTP and SMB Server Setting.

Online on web application, which show online incident & consumables status and respond immediately to any incident happening.

Troubleshooting and servicing, and maintenance of Printers & MFP's day by day. Identification and coordination of user training like how to print, scanning & copying with different mode.

2010–04–2013 -10

IT Technical Support & Sales

Zafar Computers Establishment, Abu Dhabi, UAE.

Responsible for the installation and maintenance of IT equipment including Desktop, Laptop, Windows Server, Network devices, Printer, scanners, X-terms and workstations.

Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2007 and 2010, Windows Server, Small Business Server 2003/2008, 2012, Active Directory, Windows Mobile, Backups, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router, wireless Access point, wireless Network, and Firewall Configurations.

Responsible for maintaining backups and for project work such as new builds.

Manage and work with dealers / distributors / resellers to market to commercial accounts in the region.

Make quotation's & arrange Martials & Purchasing as per LPO, from different distributor, Re-sellers, JAFZA distributor, Bur Dubai market and online purchasing from different online stores.

Working on different project in different environment like (Configuration of LAN/WAN Network and Wireless Networking, Cisco IP Phone, Installation of Server, Workstation, Desktop, Laptop, and Macintosh System.

2009-03 – 2010 - 01 Customer Service Executive (Front Desk)

LINKdotNET an Orascom Telecom, Lahore, Pakistan.

Management and execution of All Kinds of Complains related to ADSL, DSL, Dialup Internet,

Sales to Customer new DSL, ADSL, Dialup Connection and handling the customer billing,

Managing the Client internet online troubleshooting and generate the complaints in system.

Education

2007-06 – 2009-06 Punjab University Lahore, Pakistan

B.A - Bachelor of Arts

Professional Certifications

2011 – 01

Microsoft Certified IT Professional (MCITP)

Server Administration on Window Server 2008 (D565-1483)



2011 – 01

Microsoft Certified Solution Associate (MCSA)

Microsoft Window Server 208 (D723-2688)



2011 – 01

Microsoft Certified Technology Specialist (MCTS)

Microsoft Window 7, Configuration (D512-0151)

Win Server 2008 Active Directory, Configuration (D549-3030)

WinServer 2008 Network Infrastructure, Configuration (D558-7551)



2013 – 06

Cisco Certified Network Administrator (CCNA)

640-802 (Routing, Switching & Networking)

Cisco ID: CSC012371499



2014 – 2017

Kyocera Academy certifications

More than 60 Module Completed with Exams and get certifications of different models and functions related to MPS from Kyocera.

