

Mohd Asif Khan

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Address: Agility Logistics

Sulabiya, Kuwait



Career Objective

To secure an opportunity where I can utilize my technical and analytical skills, which in turn would enable me to contribute positively toward my potential employer.

Academic Details & Professional Training

Bachelor of Technology in **(Electronics & Communication Engineering)**: B.B.D.I.T (GBTU 2008-2012)

- **Professional Training attended** – MCSE, CCNA (200-301) & CompTIA A+, Azure administrator (AZ -104), Microsoft Azure fundamental foundation(AZ-900), ITIL Foundation: (TCS internal training certificate)

Experience Summary

- IT Analyst at **Agility Logistics** (Client)Kuwait, Employer: **KNETCO**
- NOC Engineer in **TCS** Gurgaon
- NOC engineer **Delta India Electronics Pvt. Ltd** Gurgaon
- NOC engineer in **ACME Clean Tech Solutions LTD** Gurgaon

Technical Skills

- Strong IT Support and System Administration Experience.
- Experience working with business users and IT to research, document, and resolve related systems issues.
- Experience in managing Windows Server (2008/2012/2016), and desktop Operating Systems (7/10).
- Configure Support and Manage Cisco Switches, Routers, Firewall and access Points.
- Supporting and managing various Enterprise Application services.
- Microsoft Active Directory administration and Support.
- **Operating System:** Windows server, installation, troubleshooting and patch management.
- **IT Security:** Support and Update Anti-virus protection software **Cylance** and **Trend Micro**
- **Ticketing System:** **CMS**,**CCM.net** and **Transfora**.
- **SCCM:** Works on configuration manager console and push patches if any system update issue.
- **Remote Console Tools:** Team Viewer, Remote Desktop.
- Support Microsoft Exchange, cloud mail - Office-365 and Skype for Business.
- **Hardware:** Maintenance and Troubleshooting on Servers (Assembling & Disassembling Computers Laptops, Replace Computer Parts & Network Devices – CCTV Surveillance System / Cisco / Avaya IP Phone.

Work Experience

Present Employer: Kuwait Network Electronic Technology Company

Working with **Agility logistics(Client): Since Oct 2017-to -present**

Roles and Responsibilities:

- Maintaining diverse hardware, software, and networks supporting 600+ users.
- Troubleshooting and Resolving Desktop, Printer, Server, Network, Security related Issues.
- Provide support and work with Global Service Desk and Infra Service Excellence Team on Application, Server and network infrastructure issues.
- Provide remote and telephony support to remote / Local End users to identify and resolve issues through Team viewer and skype for business.
- Installing and configuring desktop/Laptop hardware and peripheral devices, such as network printers, for local/remote branch offices, performing remote or onsite maintenance.
- Work with SCCM Team to deploy Monthly Security Patches and updates.
- Provided in-depth software, hardware, Application and network support for incidents and requests Tickets that receive on the Transfora Helpdesk Ticketing System.
- Work together with the Network and Server Administrators to initiate and solve complex technical issues and escalate them accordingly.
- Installing, updating, scanning and troubleshooting anti-virus protection software Cylance and Trend Micro
- Collaborate with other members of the IT team to analyze and respond to technical problems and participated in the cross-training sessions.
- Support and Install CCTV Camera Surveillance System and check faults.
- Performed analysis, diagnosis, and resolution of complex printers, scanners and multifunctional devices problems for a variety of end users, recommend and implement corrective hardware solutions.
- Develop, test and maintain documented systems procedures/work instructions – train end users.
- Managing the IT Assets inventory and logging cases to various Vendors for Support.
- Installation troubleshooting of all project related software & Working as a single point of contact for phone calls and emails from staff regarding IT issues and queries.
- Creating TT through remedy tool **Transfora** ticketing tool (Ticket logging, resolving ticket, keep on hold) follow up.
- Receiving, logging and managing calls from internal staff via telephone and email.
- Taking follow up with the internal teams on the Problem case updates and close them.
- Troubleshoot basic network issues, IP phone issue, LAN related issue & Formatting a computer with backup & Formatting a computer without backup
- 1st troubleshooting of IT related problems from in-house software to hardware, such as desktop/laptops, printers, to MS office.
- Escalate unresolved calls to the operations support team (L2& L3 team)
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
- Provide basic training in MS Office (Word, Excel, Outlook, PowerPoint) used within the Association, Office-365
- Provide status for the daily Service Desk report on call trends
- Publishing support documentation to assist staff with requests for information & provide staff training if required
- Arranging for external technical support where problems cannot be resolved in house
- Desktop hardware, software applications, operating systems and network connectivity.
- Problem solving – Resolve problems while maximizing efficient use of computing resources
- User creation, deletion, assigns admin rights to users in domain.
- Created users on Active Directory server, set user password on AD, creating Groups.

Previous Employer: TATA CONSULTANCY SERVICES Ltd:

Duration: August 2015 –27th October 2017 Worked as a **NOC Engineer** in TCS

Roles and Responsibilities:

- Monitoring of APAC, US, CANADA, UK server through MonIT, Nagios tools, EDI monitoring.
- eForms application support, ticket handling, customer interaction via email, chat, phone, providing support to user related queries.
- Installation & troubleshooting of all project related software & user creation, deletion, assigns admin rights to users in capital one domain Creating & managing e-mail accounts and user support.
- Creating shared and Group account ID through AD and Exchange server 2007 and 2013, sharing details by email to requesters as per given SLA defined in SAR for UK, US, APAC region user.
- Control Id creation, ticket creation for VDI, WMS, and EDI & Configuring of Microsoft Outlook & Outlook mail account.
- CCM.NET ticketing tool admin, user creation, resolver group creation, role association.
- E-forms monitoring and creating TT through remedy tool CCM.NET ticketing tool & Escalating measure issues to higher level assigning with concern team.
- Working application support tool, preparing reports internally and server alert optimization.

Previous Experience: Delta India Electronics Pvt. Ltd: -

Duration: August 2014-to- August 2015 Designation: NOC Engineer

Roles and Responsibilities:

- ATM Sites Monitoring, troubleshooting through Pro Techt e-Monitoring System
- Verify site's parameters remotely, identify issue by local troubleshooting, Share RCA to customer & Trouble Ticketing, Schedule backup on IVMS software, Monitoring and controlling site.
- Taking follow up with concern team in case of any issue, all sites are monitored in NOC with help of PSS and IVMS & Monitoring of Alarms and troubleshooting it through GPRS for various ATM Sites all over India.
- Creating Escalation Matrix on the basis of various Alarms through DVR & Creating various fault reports and sending mail through Outlook in various circles.

Previous Experience:

Duration: June 2012-to- July 2014 Designation: NOC Engineer Acme Cleantech Solutions Ltd.

Roles and Responsibilities:

- Providing IT support for maintenance and managing emergency troubleshooting services of the network equipment, hardware, peripherals & various productivity software/Applications for providing maximum uptime & connectivity.
- Responding daily inbound calls while providing superior customer service; checking repairs, upgrades & completing configuration of PCs & peripherals
- Installing and configuring computer hardware operating systems and applications.
- Setting up and configuring servers along with storage, laptops and desktops.
- Configuring all type of Network and local Printers
- Remote Technical Support and visit many sites and offices if require.
- Managing and Maintaining Network Infrastructure and Configuring Network Devices like Routers and Switches. (Providing Level 1 Support)
- Install, upgrade, support and troubleshoot for Outlook, printers, scanner, computer hardware, smartphones, tablets, laptops, and any other authorized peripheral equipment.

- Antivirus installation/Monitoring to all desktops and laptops locally & centrally.
- Support Access Control, CCTV and attendance systems.
- Managing the IT Assets inventory & monitoring of telecom sites

Trainings Attended:

- Completed Training on Cisco Certified Network Associate (CCNA)
- Completed Training on Microsoft Certified Solution Expert (MCSE)
- Completed Training on Microsoft Azure Fundamental (AZ-900)
- Completed Training on CompTIA A+
- Microsoft certified Azure administrator (AZ-104) **certificate number:** H874-3855, Microsoft Certification ID: 991698523
- **ITIL Foundation:** I have done ITIL foundation certificate (TCS internal training certificate)
- **Embedded System:** CETPA InfoTech Pvt. Ltd. Noida U.P

Personal Details:

- Date of Birth : 05-Jul-1992
- Gender : Male
- Present Address : Salmia Block-10
- Marital Status : Married

Declaration:

I hereby declare that the above-mentioned information is correct to the best of my knowledge & ability.

Place: Salmia

MOHD ASIF KHAN

Date: