CURRICULUM VITAE

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CAREER OBJECTIVE

Seeking new opportunities in System Administration / Desktop Support /Network Administration having 4+ Years of experience in India & Middle East.

EDUCATION

Bachelors of Technology **(B. Tech)** in Computers Science and Engineering from JNTU, Hyderabad, India (2008 – 2012)

CERTIFICATIONS & TRAINING

- Cisco Certified Network Associate (CCNA):-Certification ID: **CSCO12510321**

- Microsoft Certified Technology Specialist (MCTS) Win Server 2008:- Certification ID: **10417384.**

- ITILF-ITIL foundation certificate in IT Service Management Certification ID:- **GR750390579AM**

PROFESSIONAL EXPERIENCE

Desktop support Engineer at Majid al Futtaim Propreties, on Elister Technologies payroll (Jan 2019-present)

- To provide technical assistance and support to IT infrastructure and Information systems of city center mall.
- Responsible for Incident management and service request raised by users.
- Supporting VIP users.
- Meeting the Existing SLA and working with Dubai MAFP IT Team.
- Support city center mall IT infrastructure by contacting vendors and suppliers.
- Resolving L1 LAN and Wireless network issues.
- Installing and configuring local and network printers
- Manages several requirements/incidents at a time with no supervision.

Desktop support Engineer at FAB (First Abu Dhabi Bank), on KBC Technologies payroll (April 2018-Dec 2018)

- Migrating and troubleshooting user profile (NBAD & FGB TO BANKFAB)
- Configure outlook to new domain (NBAD & FGB TO BANKFAB)
- Install and support Banking application (T24, ICSS, Intellect, Citrix and Web based Application.)
- Performs general preventative maintenance tasks on computers, laptops, printers and peripheral equipment.

- User account administration, i.e. account creation and management and password reset on Active directory.
- Remote access /control for troubleshooting.

IT support Engineer at Bees Synergy Systems, Hyderabad, INDIA (Jan 2017-Dec 2017)

Responsibilities:

- Perform Hardware and software maintenance duties.
- Hands on experience on Windows 7/8/10, Mac OS, Projectors, Smart Board and Cameras.
- Experience in Networking LAN, WAN & Wireless.
- Experience on Firewall technologies (Fortigate and checkpoint)
- Proactively looks for areas to improve overall network performance.
- Interfaces with customers to resolve issues. Resolves internal and external customer-specific problems.
- Monitoring and trending of capacity to ensure the network meets performance needs.

IT Specialist at AL Mayadin Training & Development, Riyadh, KSA (Dec 2014—Dec 2016)

Responsibilities:

- Build Domains, Domain Controllers (DCs), and (WSUS) servers using Windows Server 2008r2.
- Connect and configure all networking device
- Virtual Machines / Servers
    o Build / Manage multiple VMs
- Windows Server 2012: Installation/ configuration, managing server Roles, Managing server shares.
- Building Windows Domains / Domain Controllers
- Active Directory Users & Computers
    o Creating & Managing User / Computer Accounts, Resetting Passwords, Managing AD OU Structure.
- Group Policy Management:- Creating/ Managing GPOs
- Installation and configuring DHCP, DNS, FTP etc services.
- Experience troubleshooting these platforms: Active Directory, DNS, SharePoint, Skype for Business, OneDrive for Business, SMTP\Mail Relay, Outlook client configuration.
- Storing, Sharing, and Collaborating With OneDrive & SharePoint

IT Technical Skills

Protocols:
OSPF,EIGRP , RIPv2 ,IGRP ,HSRP,VRRP,GLBP, VTP,STP,LACP,PAGP ,802.1Q,SNMP, TFTP,FTP,DNS,DHCP,CDP,ARP.

Network Hardware:
Cisco Catalyst: 2900, 3500, 3600.
Cisco Router:2600,2800,2900.
Firewall: Fortigate 40D & 100D

Network Management software & Ticket Tools:
 Putty, fire eye, Microsoft bit locker and Service now.
Operating Systems :
Windows 2008 & 2012 server, Windows XP, 7, 8 & 10 and Centos OS.

PERSONAL DATA

Date of Birth   : 04 May, 1991
Nationality   : Indian
Languages Known   : English, Hindi and Arabic.