# **ALI**

# [**ALI.142457@2freemail.com**](mailto:ALI.142457@2freemail.com)

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**Objective: -**

I look forward to associate myself with progressive and professional organization where my knowledge and skill can be enhanced further to bring in pride and prosperity and to hold a top position. Willing to work as a key player in challenging and creative environment.

Seeking assignments in the areas of **System Administrator / IT Support Executive** and Analysis with an organization of repute in IT Sector.

**SKILL SET: -**

**Operating Systems:** Windows 2000, Windows XP, Windows Vista, Linux, Unix, MS DOS.  
**Application software:** Photoshop, Adobe reader, WinRAR, DVD Convertor, Nero.  
**Office Package:** Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express.

**DBMS:** SQL Server 2005/2008, My-SQL, MS Access.

**DB Tools:** MS-SQL.

**Front End Tools:** VB.Net, Visual Basic, Core Java.

**Source Control:** Team Foundation Server.

**Antivirus management:** McAfee-8.8i

**Employment History: -**

**Inpress Advertising LLC, Tecom, Dubai, U.A.E: May’12 – April’16**

**IT Executive**

**Accountabilities**

* Administration of Operating systems (Win Server2003 &amp; 2008, Win7, WinXP) Strong Troubleshooting and Problem analysis skills in the Windows Environment.
* Responsible for designing, developing, implementing and testing computer-based hardware and software, including the components that are found inside computer equipment.
* Installing and configuring OS as well as common applications on Work stations like MS office 2003, 2007, 0365, MS Project, MS Visio and Adobe professional. Auto cad.
* Scheduling regular AV updates and system scans in computers, Incase of latest virus threats update the systems with recent patches and apply latest DAT files immediately.
* Applying Microsoft Security patches. (Manually and Remotely)
* Managing and maintaining Network (Local Area Network)
* Installing OS remotely &amp; through LAN also
* Network printers and scanners installation and configuration
* Helpdesk call logging, resolving, and closing with proper updates
* Incident and Problem Management with maintaining SLA metrics and Escalations
* Understand the customer issue and provides the solution
* Collecting customer feedback in regular interval to make sure the quality of the service
* Responsible for User Level Operations and providing users for share folder access, internet access, VPN access, admin rights
* Taking ownership of critical technical problems – till closure
* Coordinate with hardware vendors for systems hardware failures
* Effective Team player with Good Communication and Interpersonal Skills
* Troubleshooting of day-to- day Network Related problems
* Day to day Checking, updating and reporting DAR report (Daily Activity Report)
* Experience in device drivers
* Supervise and train peripheral equipment operators and computer operator trainees
* Provide general administrative support to the organization

**SCHOLASTICS:-**

**B.E**. (Computer Science and Engineering) from SKR Engineering College, Anna University in 2011

Certified Java Developer from NIIT

Certified ORACLE DBA from RNew Technologies Pvt Ltd

Diploma in MS Office Suite from CSC Computer Education