**SYED**

**Syed.229826@2freemail.coms** **Systems Engineer**

**CAREER SUMMARY:**

Results driven and energetic professional looking for a position as a System/ Network Engineer. Well versed in handling complex networks and multiple system operations, including installation, upgrade, configuration, administration and maintenance of windows systems.

• 6+ years of work experience in diverse engineering roles
• Highly skilled in responding to tickets generated by users in a timely manner
• Demonstrated ability to diagnose and fix problems of operating systems
• Track record of working with end users and providing Tier 2 and Tier 3 support
• Hands-on experience in responding, tracking, and following up to telephone, emails and end user requests for support Performing work or delegating work to other engineers and finalizing development of specialized or technical proposals and studies of proposed projects.

**SKILL SET:**

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| ● Windows 7/ 8 | ● Windows Server 2008 | ● LAN/WAN |
| ● Printer troubleshooting | ● SCCM | ● MS Office Tools |
| ● VMware | ● BMC Remedy | ● Wireless/VPN |
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**KEY ACCOMPLISHMENTS:**

✔ Improved corrective actions through resolution and follow up.
✔ Identified software bugs and enhancement requests.
✔ Ensured precise handling of service requests.
✔ Contributed to overall network team in laying of new infrastructure.

**CERTIFICATIONS:**

MCITP in Server Administrator on Windows Server 2008,

IBM certified PMO – Self Paced (PM54G)

**EDUCATION:**

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| B.Tech in Electronics and Communication Engineering (E.C.E) - JNTU Hyderabad |

**WORK EXPERIENCE:**

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| **Organization** | **Designation** | **Duration** |
| **Cognizant Technology Solutions** | Systems Engineer | September 2012 – September 2014 |
| **IBM India Private Ltd** | Remote Support Engineer | November 2009 – August 2012 |
| **Janya Converged Solutions Private Ltd** |  Network Technical Support  | April 2008 – October 2009 |

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| **Project Title: WINTEL ENGINEERING** |
| **Client**  | **UBS AG (Union Bank of Switzerland)** |
| **Role** | **System Engineer** |
| **Organization** | **Cognizant Technology Solutions** |
| **Duration** | **September 2012 – September 2014** |

**Job Profile:**

**Job profile includes Troubleshooting LAN/WAN, Windows 7, Windows 8 and GPO issues. Deployment and installation of Microsoft Security Patches, Software packages for Windows 7/8 and Windows Servers 2008 via SCCM Server. Troubleshooting Microsoft Office Tools issues, Network, Desktop related issues and Business Application Issues.**

* Deployment and Installation of latest versions of Microsoft Security Patches and software packages on clients Workstations & Servers via SCCM.
* Manual Testing of Patch Packages and software packages, testing via Tactical Manager and Testing via SCCM by creating & Running the Advertisement.
* Create, maintain and modify user accounts in Active Directory in an enterprise setting.
* Troubleshooting of OS, Network and Business related Application Issues.
* Maintain standard practices and policies for corporate LAN/WAN environment.
* Building Virtual Machines via VMware workstation for XP Platform and for Windows 7 via VMware V-Sphere Client by using client designed template.
* Installation, Configuration and Support for BMC Remedy.
* Creating Incident Tickets and Change Management Tickets via BMC Remedy.
* Troubleshooting Level-3 Tickets for Windows 7, Windows 8 and Windows Servers 2008.
* Implementing GPO’s as per Client Standards.
* Handling Change Management and Problem Management Calls.
* Troubleshooting MS Office Tools issues.
* Providing Release Documents and also Handling Failure Analysis Reports.

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| **Project Title: CLIENT ENGINEERING** |
| **Client**  | **AT&T (American Telecom and Telegraph)** |
| **Role** | **Remote Support Engineer**  |
| **Organization** | **IBM India Private Ltd.** |
| **Duration** | **November 2009 – August 2012** |

**Job Profile:**

**Job profile includes troubleshooting network and desktop related issues for AT&T employees and fixing it in the given service level. Follow up on escalated cases and unresolved cases, daily response to the client through phone and mail.**

* Maintained user accounts in Active Directory, Technical support for software’s like Citrix ICA client, communication manager, VERITAS Net back up, ALTIRIS Net Back up and many AT&T approved corporate software’s via Desktop sharing.
* Configuration of Email clients like MS Outlook.
* Installing & configuring Network printers management
* Installation, Configuration and Support for BMC Remedy.
* Creating Incident Tickets and Problem Tickets via BMC Remedy.
* Troubleshooting of OS , network and application related problems
* Technical support including trouble shooting and diagnosing Windows Desktop, Laptop Issues.
* Troubleshooting for RSA Tokens used for VPN
* Maintaining SLA’s as provided by the Clients.

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| **Project Title: ISP(Internet Service provider) and IPTV(Internet protocol Television)** |
| **Client**  | **TSTT (Telecom services for Trinidad and Tobago)** |
| **Role** | **Network Technical Support** |
| **Organization** | **Janya Converged Solutions private Ltd.** |
| **Duration** | **April 2008 – October 2009** |

**Job Profile:**

* Troubleshooting on LAN/WAN Connections
* Configuration & Resetting Modem Settings.
* Resolved escalated Help Desk tickets related to network and connectivity issues.
* Maintained user accounts in Active Directory by adding/deleting users, correcting user access problems, and assigning appropriate rights and privileges.
* Checking with Streaming & Buffering Issues of the Online Channels Broadcasted through our site i.e. [www.yupptv.com](http://www.yupptv.com)
* Updating on Demand Video’s with the help of Remote Login to Different Servers.
* Checking with Windows Media Player Settings.
* If Any Sync Issue with the channel from our End then Restarting of the Encoder.
* Checking Billing Issues of the Customer’s and Handling Escalation calls of Users.