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*To utilize my 10 years technical management skills and experience for achieving the target and developing the best performance in name of organization. I would like to implement my innovative ideas, skills and creativity for accomplishing the projects.*

**Profile Summery**

*TEN YEARS of experience including SIX years as System Administrator, providing technical & operational administration of network infrastructure activities related to procurement / configuration / installation and maintenance of Servers, network devices, software and other utility programs for servers & network, providing ongoing management of data on file servers and optimize network performances, design and planning of network infrastructure to support new applications & technologies, configure network environment with appropriate hardware, application software, operating system software’s and communication components to support business requirements. Administer all servers and implement a standard desktop policy to ensure a stable environment.*

**Expertise Snapshot**

* ***Operating Systems : Microsoft Windows Server 2012/2008/2003/2000***
* ***Computer Virtualization : VMware, Hyper-V and Citrix***
* ***Messaging Servers : Microsoft Exchange Server 2013/2010/2007/2003***
* ***Computing Module : Dell, IBM and HP***
* ***Line of Business Application : Microsoft Dynamics Great Plains***
* ***Storage Module : IBM-Storwize, HP EVA, QNAP.***
* ***Data Management : Symantec Backup exec and Veeam Backup & Replication***
* ***Network Module : Cisco, Cisco Linksys and HP***
* ***Firewall and Gateway Devices : SonicWALL, Barracuda***
* ***Server and End point Protection : Symantec, Nod32, McAfee, Trend Micro ,***
* ***Enterprise Voice : Elastix Unified Communication Server***
* ***Wireless Devices : Motorola, D Link, EnGenious and Linksys***

**Academic and Professional Qualifications**

* B.Sc. Mathematics.
* Microsoft Certified Solutions Associate (MCSA -2008 server).
* Cisco Certified Network Associate **(CCNA**).
* Dell certified Systems Expert (DCSE) certifications.
* Diploma in Computer Hardware and Networking.
* Pursuing relevant certifications and courses.

**Employment History**

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**Current Assignments:**

**Organization: BDL GULF FZCo. UAE. Role: System Engineer/Dell SVC Support**

 **Duration: Around 6 years. (August 2009 - Present).**

**Responsibilities and Achievements:**

* Oversee the design, development and implementation of organization’s specific computer systems needs
* Deployed High Available Messaging System (MS Exchange server 2013) on VMware considering VMware and Microsoft best practice
* Deployed Hyper-V virtualization platform for application staging and Testing
* Monitoring both VMware and Hyper-V environment using Virtual machine manager and VMware vCenter
* Installing, configuring, testing and integrating deployed and upgraded networks, software, database applications, servers and workstations.
* Providing network utilities in support of specific business needs and requirements.
* Interact with technical, applications and Customer support team to resolve technical issues.
* Provisioning and administrating firewall and VPN setup by following proper change management process
* Deployment and Maintenance of **Elastix open sourced Unified Communication Server.**
* Perform backup of data including automatic back up routine, testing data integrity and offsite storage media. Administer daily / weekly / monthly (full and differential) backups
* Remote handling of technical issues in all of the Middle East Branch offices.
* **Administration of Dell and Quantum Authorized Service Centre**.

a) **Providing required statistics and assistance/Product Development strategies** to Customer Support Services Managers in regular Customer services reviews.

b) **Participation in providing training to promoters** as required - Responsible for providing the sales team with the necessary technical expertise to enable them to sell the product.

**Previous Assignments: 1**

**Organization: NASA MULTIPLEX LLC, UAE. Role: Network & User Support Engineer**

 **Duration: 2008 July– 2009 July**

**Responsibilities and Achievements:**

* Preparing & maintaining procedures and documentation for network inventory, and recording diagnosis, and resolution of network faults, enhancements and modifications to networks, and maintenance instructions monitoring network traffic, and activity, capacity and usage to ensure continued integrity and optimal network performance.
* Installation of **Operating Systems and software** to operate at optimal performance assessing and recommending improvements to network operations and integrated hardware, software.
* Maintaining MS **Windows 2003 ADC, desktop PCs and Network devices**.
* Installation and **up gradation of Hardware, OS** and various applications.
* Configuring and maintaining **Messaging Client Applications in the user machines**.
* Configuring and troubleshooting **Network peripherals.**
* Configuration and maintaining Outdoor Long Range Industrial **Wireless Ethernet Bridging Connectivity.**

**Previous Assignments: 2**

**Organization: PROMISE COMPUTER TECHNOLOGIES, UAE.**

**Role: Customer Support Engineer Duration: 2005 July– 2008 June**

**Responsibilities and Achievements:**

* Responsible for installing, maintaining & supporting computer communication networks within various clients’ organizations. My goal was to ensure the smooth operations of communication networks in order to provide maximum performance and availability for their users, such as staff, clients, customers and suppliers.
* Undertaking routine **preventative measures and implementing, maintaining and monitoring network security**, particularly if the network connects to the internet. Providing training and technical support for users with varying levels of IT knowledge and competence.
* Attending AMC Subscribed Customer’s IT Infrastructure to available the maximum uptime. Installing and configuring different **vendors Firewalls**, Installing and managing **antivirus servers** i.e. **Trend Micro, Symantec, McAfee, and Kaspersky** etc.
* Be a part of **LAN/WAN Projects** which includes hardware configuration of servers (OS Installation and fine tuning etc.) from industry leading vendors such as **IBM, Dell and HP.**
* Installing, supporting and maintaining new server hardware and software infrastructure. Setting up user accounts, permissions and policies.
* Managing **Microsoft® Win2003 (Active Directory, DHCP, DNS, RAID, Print Server, Group Policy**. Managing and troubleshooting **Exchange 2003 Servers** of Various Customers.
* Configuring **VPN with Sonic Wal**l using Dynamic IP address.

**Previous Assignments: 3**

**Organization: A to Z COMPUTERS, Bangalore–INDIA. Role: Customer Support Engineer**

 **Duration: 2004 July– 2005Feb**

**Responsibilities and Achievements:**

* **Assembling personal computers** as per the customer requirements and installing operating systems and various applications
* Accompany with network implementation team and to do the **cabling crimping, patching and testing.**
* Installing Various Microsoft Operating Systems such as **Windows 98, Win2000, Windows XP, Linux.**
* Managing/maintaining Networks, Installation /Configuration of LAN, Troubleshooting Hardware problems and installation of various applications.
* **Data recovery** from damaged Hard disk with specialized tools.
* Manual **Virus removal and updating antivirus** and performing the scan.
* Installation and configuration of external and internal devices.
* Installing and Configuring network printers& Faxes.

**Personal Details**

**Nationality :** Indian

**Date of Birth :** 24-05 -1974

**Marital Status :** Married

**Languages :** English, Hindi and Malayalam, Arabic basic level

**Email**



**Gulfjobseeker.com CV No:** **1462698**