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B MOHAMMED IMRAN

Date of Birth : 01/05/1980

Sex : Male

Nationality : INDIAN

Marital status : Married

**Languages Known:**

English

Hindi

Urdu

Telugu

Kannada

**Career Objective**

To perform and manage administrative and technical functions in a permanent position which will demand full utilization of my skills and experience and provide me with the opportunity to add value to an organization and provide top quality conscientious service.

**Academic Information:**

**MCA**

Master Of Computer Applications – Periyar University -

**BSC**

Bachelors of Science - Sri Krishnadevaraya University

**Certifications**

**Microsoft Certified Systems Administrator** (**MCSA**) - F096-2067

Transcript ID: **11368215**

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| **Skills** | **Skill Name** | **Skill Level** |
| **Operating Systems** | MS Windows XP ,Vista, Windows 7 /Server2008, 2012 server | Expert |
| **Hardware** | * Custom computer systems designs / configurations for server, workstation, and office / desktop applications — multiple processor and RAID servers * Network design, installation, and troubleshooting * Troubleshooting and repair of computer systems * Component installation, configuration, and diagnostics * Installation and configuration of peripheral devices | Expert |
| **Networking** | TCP/IP, LANs, WANs, and Cisco routers and switches, Fortigate Firewall, VPN | Expert |

**Work Experience : 5+ years**

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| Experience Summary |

**Company : Syner Matrix**

**Experience : June 2014 to Jan 2016**

**Position : System Engineer**

**Roles and Responsibilities :**

* Installing and operating Windows desktop and server operating systems.
* Creating and maintaining email profiles for users.
* Diagnosis of desktop, application, networking and infrastructure issues
* Applying patches in accordance with company procedures.
* Track, monitor and report on all Help Desk incidents within defined customer service levels.
* Document and maintain Help Desk policies and procedures.
* Planning of Microsoft Monthly security patches and implementing them as per the process.
* Involved in pulling MS patching report from WSUS as per their respective groups and need to trouble shoot and install the patches manually if not installed automatically as per the schedule.
* Root cause analysis process for Problems leading to strategic resolution Work on ITIL Change Management, Problem Management and Incident Management.
* (Installing, Configuring, Administering & Troubleshooting).
* Transferring and Seizing of FSMO roles.
* Setting NTFS folder permission using GPO
* Implementing Software Deployment using GPO.
* Administration of DNS Server and DHCP Server.

**Company : Network Solutions (An IBM Company)**

**Experience : July 2011 to May 2014**

**Position : Engineer Systems**

**Roles and Responsibilities :**

* Majorly dealt with technical support team, which was responsible for infrastructure services on Microsoft Windows technology. Managing and Maintaning of Video conference for End user request.
* Configuring and troubleshooting of Network printer in the corporate Environment.
* Configuring and troubleshooting desktop Laptops blackberry printer and server Administration and Maintenance of Windows based network .
* Configuration of outlook and troubleshooting it in exchange environment.
* Handle and troubleshoot operating system installations, software installations such as MS Office, PC Anywhere, Anti-virus.
* Essential knowledge in hardware installation and troubleshooting for Intel-based PCs
* Installing and configuring memory, hard drives, Ethernet/PCI and SCSI cards as well as sound cards for various systems.
* Experience in installation, configuration and troubleshooting of MS Windows operating systems and Windows-based applications.
* Diagnosis of desktop, application, networking and infrastructure issues.
* Building, configuration and troubleshooting of server and desktop hardware.
* Implementing Permissions and Profiles.
* Configuring the RODC for Branch office.
* User accounts maintenance, managing resources with Security strategies using Active Directory Groups, Managing Group Policies using OU’s.
* Knowledge on Windows 2012.

**Company : Info services**

**Experience : Jan 2010 to June 2011**

**Position : Technical Support Engineer**

**Roles and Responsibilities :**

* Providing first level technical support to customers..
* Escalating unresolved problems to other support staff. .
* Ability to convey technical solutions in a clear and concise manner.
* Troubleshoot of Operating Installation, Configuration Systems like Win XP, windows 7
* Troubleshoot of Microsoft e-mail, software installation issues, windows error, printing problems and recommending hardware/software’s for server/desktop problems in windows.
* Configuring and managing Local printers and network printers.
* Maintaining the LAN in workgroup and Domain environments.
* installation and Configuration of Different Devices Drivels like Display,Sound,Network Adapters, Scanners and Printer Drivers etc.
* Installation of antivirus scanning and remove the virus from the affected system.
* Installation of Application Software.
* Installation of Printers, Scanners and Other Peripherals.
* Installation of Printers, S Technical Support to Clients.
* Scanners and Other Peripherals.