Mohammed

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**NETWORK ADMINISTRATOR AND IT TECHNICAL SUPPORT SPECIALIST**

Seeking a position to utilize skills and abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible.

**SUMMARY**

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Monitor and test Web site performance to ensure Web sites operate correctly and without interruption assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. Supervise computer user support specialists and computer network support specialists. Manage a administer network security and cyber security measures.

**PROFESSIONAL EXPERIENCE**

* Supervise with 14 years’ successful experience in Indian Army as a management level IT support to the organization as Team Leader for projects, systems migrations and innovations.
* A positive attitude towards organization service and good communication skills.
* Experience of Windows server 2003, 2008. Exchange server 2003, 2010 and Windows based operating systems like DOS 6.22 , Windows all versions , MS Office all versions, Linux based operating system Fedora, RHCE, SUSE, Centos etc.
* Commercial technical support experience of servers and network infrastructure.
* Ability to be clear & concise when explaining technical procedures to customers.
* Innovation in Army VOIP server installation on Linux (Centos 5.6) by using a SETU ATA device, install a Asterisk server configuration through the 2MB line.
* Installation Squirrel mail in Centos, webpage published on same server, ftp server configuration.
* Presently working as a IT Assistant in Jumeriah Group International LLC, Jumeirah Zabeel Saray from May 2014 to till date.
* Installation of Hospitality Management Softwares like HotSOS, Opera, Adaco, Micros Workstation Configuration of Micros Cards for the colleagues.

**TASKS/RESPONSIBILITIES**

* As a network administrator, created in excess of 150 users, installed 16 workstations, administered security codes to 120 clients, supervised installation of company-wide Microsoft Office 2007 Pro, and regularly conduct a training for new colleagues and solved stress-causing malfunctions in operating system and software’s.
* Improve and Maintaining of computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
* Maintain a data backups and disaster recovery operations for smooth functioning of establishments.
* Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
* Establishing networking environment by designing system configuration, directing system installation, defining, documenting, and enforcing system standards;
* Updating job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations.
* Plan to coordinate, and implement network security measures to protect data, software, and hardware.
* Configure, monitor, and maintain email applications or virus protection software.
* Design, configure, and test computer hardware, networking software and operating system software.
* Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
* Confer with network users about how to solve existing system problems.
* Speaking with customers via email and phone for initial requirement capture.
* Liaising with project management team, 3rd line engineers and service desk engineers on a regular basis.
* Reporting network operational status by gathering, prioritizing information and managing projects.

**EDUCATIONAL/CERTIFICATIONS**

* Bachelor of Arts Degree, Annamalai University, Visakhapatnam, 2010.
* National Council for Vocational Training, ITI Fitter, BRAVES ITI, 1990-1992.
* Diploma in Computer Application, Universal Network of InfoTech, 2006.
* Certificate in Computer Hardware and Networking, Techno soft Solutions, 2007.
* Diploma in Multimedia, Millennium Software’s and Solutions, 2013.
* Certificate in PHP Programming, 2014.
* Linux (Centos) Experience Certificate from Kurukshetra University, 2010.
* Certificate from **Burj Al Arab** as an IT Technical Support.
* MCSE and CCNA Course completed from Rolla Computer Management Center , Dubai.

**AWARDS/APPRECIATIONS IN INDIAN ARMY**

* Organization (Unit) Commandant Appreciation Citation 2005.
* Additional Director General Signal Intelligence Commendation Card 2005.
* Colleague of the Month September 2015 in Jumeirah Zabeel Saray

**PERSONAL DETAILS**

Date of Birth : 01 Jan 1974

Nationality : Indian

Gender : Male

Marital Status : Married