**Owais**

**Email:** [**owais.280439@2freemail.com**](mailto:owais.280439@2freemail.com)

**System & Network Support Engineer**

**OBJECTIVE**

To seek a challenging position in leading organization where I can contribute and grow through my knowledge and work I have learnt so far in my education life and to enhance my knowledge abilities by learning more in my fields of interest for moving in challenging world.

**WORK EXPERIENCE**

Chase Up Shopping City(Karachi)

(From 21st July 2015 to 5th February ) As IT Officer

Provide functional & technical support.

Troubleshooting and diagnosing hardware and software problems. Including desktop, laptop, LAN, and Remote systems.

Provide Support using, Net Meeting, VNC and Team viewer. Manage domain environment multiple windows server configure support and troubleshooting of Lotus & Outlook Mail Issue.

**System & Hardware**

* Provide functional & technical support
* Troubleshooting and diagnosing hardware, software & security system problems.
* Including CCTV Camera, time & attendance machine, PABX system, desktop, laptop and Remote systems etc.
* Provide Support using, Onsite visit, Net Meeting, VNC and Team viewer. Ammey admin etc.
* Installation of Windows XP/Vista/7/8 and Server.
* Manage domain environment windows server 2003/2008/2012 Std/ enterprises/small business.
* Configure Support and Troubleshooting of IMAP & Outlook Mail Issue.
* Assisted in installation & updating of software.
* Troubleshot PC's Laptop's and related Hardware on all OS platforms.
* Oversaw the investigation and resolution of hardware and software issues both remotely and onsite.
* Peachtree, Tally ERP, Comrade, Focus (etc) Application Troubleshooting on Client side issue.

**Network Support:**

* Network Support & Backup
* Participate in LAN/WAN network planning activities.
* Setup individually LAN / WAN network.
* Coordinate LAN/WAN network implementation projects.
* Maintain project control plan and report project progress to management.
* Monitoring and testing equipment to determine LAN/ WAN network component performance, take corrective action to improve network performance and prepare equipment procurement specifications.
* Full configure and support Wi-Fi Zone.
* Full Configure & Support VPN Setups (Sonicwall , Cyberoam, Cisco etc)
* Setup network printer & print server.

**Regent Plaza Hotel & Convention Centre**

(From 15th Oct 2012 to 15 Dec 2014) System Administrator

**System, Hardware & Network Support**

* Troubleshooting hardware and software problems.
* Including desktop, laptop, LAN and other IT relative devices.
* Provide Support using, Net Meeting, VNC and Team viewer.
* Installation of Windows XP/Vista/7/8 and Server.
* Configure Support and Troubleshooting of Lotus& Outlook Mail Issue.
* Assisted in installation & updating of software.
* Troubleshot PC's Laptop's and related Hardware on all OS platforms.
* Oversaw the investigation and resolution of hardware and software issues both remotely and onsite.
* Oracle Application Troubleshooting on Client side issue.
* Setup individually LAN / WAN network.
* Coordinate LAN/WAN network implementation projects.
* Setup network printer & print server.
* Check hardware issues on client and server.
* Install and configure Windows 2003 to 2012
* Working on Active Directory Server (ADS).
* Configure & manage DNS Server.
* Configure & manage on ISA Server 2006.
* Configure & manage MS TMG Forefront 2010
* Troubleshoot the windows issues.
* Remove Viruses on Pc’s and Installation of Antivirus.

UBL (UNITED BANK LIMITED)

(From 11th Jan 2008 to April 2012) As a IT Support Engineer

* Provide System, Hardware& Network support for over 200 clients in the Head office& 120 Branches at Karachi.
* Troubleshoot virus Problems
* Troubleshoot Outlook Issue
* Setup Network Printer.
* Troubleshoot LAN & Wi-Fi
* Laptop & PC’s Troubleshooting
* Laser Jet Printer Troubleshooting
* Pc Assembling Like motherboard replacement & Hardware etc.
* Check hardware issues on client side.
* Installation of Windows XP and Windows 7.
* Installation of all software running in the Bank right now.
* Installation and troubleshooting in the various stages of system error.
* E-mail configuration on client PC.
* Install network printer on Windows.
* Working on Active Directory Server (ADS).
* Help Desk Support.
* Resolve Issues On telephonic Conversation.

Technosys International (Karachi)

As a Support Person

From 2nd October 2006 to 14th February 2007.

KEY RESPONSIBILITIES:-

* + Working as Support person and handling software problems in the client point of view.
  + Working as sale trainer and purchaser handler in the company.

M/S Contact Plus (Karachi)

As a Computer Operator/ Administrator

From 1st July 2005 to March 15th 2006.

KEY RESPONSIBILITIES: -

* + Preparing attendance sheets from Ms. Excel.
  + Preparing accounts balance.
  + Preparing daily activities schedule.
  + Maintaining salary from employees.
  + Greetings all clients.
  + Answers and taking messages from Client.
  + Photo copying and scanning documents.
  + Drafting emails and Letters.
  + Filing and archiving.
  + Collating documentation required for any application process.
  + All the other administrations tasks as required by the role.

**ADDITIONAL I.T. PROFICIENCY**

|  |  |
| --- | --- |
| * Microsoft Windows Server 2003/2008/2012 * Microsoft Exchange Server 2010/2013 * Microsoft Windows XP/7/8/8.1 * Microsoft Office 2010/2013 * Microsoft Office 365 | * Symantec Backup Exec 2010 R2/R3 * McAfee Server * BlackBerry Enterprise Server Installation and Administration * Microsoft Lync Server 2013 |
|  |  |

**TECHNICAL SKILLS**

Diploma in Information Technology in July 2001.

MS OFFICE from ABC Karimabad Branch in 1998.

Diploma in Networking from Skill Development Council. (Covering the Course of MCSE, CCNA and Red Hat LINUX)

M.C.S.A Server 2012 from Computer Collegiate in 2013-14

Microsoft Exchange Server 2013 From On wire Institute in 2014

Microsoft Lync Server 2013 is (Applied For) From On wire Institute in 2015

Microsoft Share Point Administration 2013 is From CTTC in 2015

VMware VCP 6.0 Certificate completion From On wire Institute in March 2016.

**CERTIFAICATIONS**

VMware VCP Certified (VMware)

MS OFFICE 365 (346, 347) (M.C.S.A)

Windows Azure (533) (MCP)

MS Windows Server 2012 (410) (MCP)

MS Exchange Server 2013 (341) (MCP)

**EDUCATION DETAILS**

**Bachelors of Commemrce -2014**

**dada bhoy institute of higher education**

**INTERMEDIATE cOMMERCE - 2002**

GOVT premier COLLEGE KARACHI.

**mATRIC sCIENCE – 1998**

progressive children academy KARACHI

**HOBBIES**

reading book, playing football, playing computer games,photography

**PERSONAL INFORMATION**

DATE OF BIRTH: 11th dec 1982

MATRIAL SATAUS: SINGLE