**CURRICULUM VITAE**

Name: **Riyaz**

Key Skills: Desktop Support, System Admin,IT Service Desk

Certification: MCP Certified, Managing office 365 Identities and Requirements

Training: ITIL V3 Foundation Trained, Dell Tech-Direct Certified

Operating Systems: Windows 7, Windows 8 Windows 10, Windows Server 2008, Windows 2000/2003, Mac Os

Software environment: MS office, Oracle, SQL, Backup tools- Backup Exec, MS Sharepoint, Juniper Network

Languages: English, Hindi, Urdu.

CAREER OBJECTIVE

A highly motivated and professional System support. Capable of delivering at the highest level, I have first-rate organizational skills and the ability to produce a consistently high standard of work. With excellent Interpersonal skills, I’m an effective team player and am capable of engaging and liaising with a broad range of individuals from a variety of backgrounds. My professional experience to date has provided a wealth of Specialist skills and expertise and I’m committed to facing fresh challenges and to pursuing my future career Goals.

**Employment**

**Feb 2016 – Till Date 3i-Infotech Pvt Ltd Barclays Bank Client- Dubai**

**Position: System Engineer (Temporary project)**

**Role:**  **System Migration, Technical Support**

**Responsibility:**

Working at Barclays Bank (DIFC) with their bank wide windows migration windows xp with windows 7 project.

Deploy windows images through the network. Automated network installation of all packages and

applications. Doing pre and post checks keeping up todate inventory of all the installations. Data backup is taken via automated script tool. Providing L1 support next working day to users to check for any issues in daily operations of all applications.Ability to work independenlty and Team a envoirment.

**July 2013 – October 2015 Nityo Infotech DELL Client- Emerson Network Power Mumbai**

**Position: System Engineer**

**Role: IT L1, L2 Support**

**Responsibility:**

Provide L1/L2 support to users related to Desktops, laptops, printers, scanners and various computer peripherals. Used ticket call logging tool for resolution of a problem.(Samus tool) Install and upgrade software and hardware. Software includes Microsoft Office 2007/10, Internet Explorer,Safari,iOs, Microsoft Outlook, Symantec Antivirus. Setup Video Confrencing with remote offices as per Client requirment. Limited access to AD for password resets and profile paths updates. Installing Pointsec Software to all user system for encryption security. Provide IT support to remote users via LANDesk management suite. Patching and upgrading of MS windows machines as per company’s security policy. Managing new joiner and leaver process in the organisation. Trouble-shooting of user login & other applications related issues on System. Migration of all XP machine to Microsoft Windows 7 OS, Support for Blackbbery devices for corporate mail usage. Monitoring daily support calls raised by user for audit and reporting use. Coordinating with Vendors for material delivery. Maintaining IT asset inventory, managing vendors for support. Ability to show complete transparency and thoughtfulness on the Task assigned.

**Sept 2012 – Nov. 2012 Raqmiyat L.L.C. Client: Emirates NBD, U.A.E.**

**Position: System Engineer (Temporary project)**

**Role:**  **System Migration, Technical Support**

**Responsibility:**

Worked at Emirates NBD with their bank-wide windows migration from windows XP to Windows 7 project. Installing and configuring Microsoft Outlook 2010. Taking data backup with Microsoft tool and restoration. Installation of Bank application and testing with users for certification. Hardening of desktops as per company standards. Hardware asset Inventory. Provided user training on new operating system and MS office. Maximized efficiency by creating and maintaining accurate inventory of hardware and software.

This project was very challenging especially on target needs that involved overnight shifts

**June 2012 – August 2012 Empower HR Wipro Client- Ratnakar Bank– Mumbai**

**Position: IT support Engineer**

**Role: Desktop L2 and Treasury application support**

**Responsibility:**

Troubleshooting and supporting various trading applications such as CCIL, PDONDS, RTGS, CREDANCE, Bloomberg, Reuters. Monitoring/Assigning IT tickets queue logged by users using RRBS tool. Monitor, test and troubleshoot hardware and software problems. Support and maintain end user IT requirements, including troubleshooting. Support other sites by remote access/telephonic/personal visits when required. Install new software releases, system upgrades, evaluate and install patches and resolve software related problems. Handling user queries regarding password resets and home drive path updates after verification using company in build tool. New joiner process and account creation. Remote support all branches of the Bank. Helping users to connect to corporate LAN through VPN. Managing the help desk for the completely outsourced IT facilities and ensuring response to service calls within the scheduled time with a high rate of customer satisfaction.

**March 2009 – April 2012 IT Source Wipro Client- Aviat Network Mumbai**

**Position: IT Support Engineer**

**Role: System administration, Networking & Technical Support**

**Responsibility**:

Set up and maintain desktops, laptops, printers, scanners and various peripherals, Blackberry support- Enterprise activation, basic troubleshooting Install, maintain and configure client Microsoft operating systems, and related software’s. Install & configure hardware, such as desktops, laptops, printers, scanners, etc. Troubleshooting computer hardware, connectivity, and boot problems Assembling of Desktop Computers, Installation OS as well as application software Maintain inventory of hardware and software. Support, monitor, test and troubleshoot hardware and software problems. Support and maintain end user IT requirements, including troubleshooting hardware configuration, user training and help desk services to more than 400 staff. Security patch upgrades, antivirus update to windows 2003 servers Contacting the vendors for the purchase of standard software/hardware.Ability to understand business / customer requirement and help them as per their requirement, Focused on the sensitive areas where more attention is required.Review latest software and advise management of feasibility.Provide 2nd level phone and desktop support to end-users.Responsible for day to day operations and will respond to escalation of E-Ticket calls related.To maintained records of Asset Inventory.Worked on Branded Dell GX (520/270/240/170/160/150) OptiPlex 320, 755, 3010 desktop series

**Education**

2006 – 2010 Diploma in Computer Engineering

Pune University, India

2006 - 2004 HSC

2004 - 2002 SSC

**Personal Details**

**Marital Status** Single

**Date of Birth** 15 August 1989

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