**Ayaz**

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**OBJECTIVE**

To secure a responsible position where I can apply acquired knowledge and skills, working in a team environment. Collaborate with project team, enhance my skills and thus build a successful career.

**PERSONAL PROFILE**

* Date of Birth : 22 Jul 1982.
* Nationality : Indian.
* Sex : Male.
* Martial Status : Married.

**ACADEMIC RECORDS**

* Graduation from Mumbai Hindi University in 2005, Mumbai
* **HSC** from AG Jr. College of Science, Dapoli (MSEB, Kolhapur Div Board) in 2000
* **SSC** from RRV English School, Dapoli, (MSEB, Kolhapur Div Board) in 1998

**PROFESSIONAL QUALIFICATION**

* ITIL Foundation V 3.0
* Diploma in Computer Fundamentals
* Diploma in C, C++ Programming
* Microsoft Certified Professional **(MCP)**
* Completed training for Microsoft Certified System Engineer
* Completed training for Microsoft Certified Database Administrator
* Completed training for Cisco Certified Network Associate
* Completed training for Red Hat Linux
* Completed training Customer Service Development

**PROFESSIONAL EXPERIENCE**

Working for **Emaratech Technology Solutions Formerly known as Datel Systems & Software Fze Llc, UAE** at Al Ain International Airport & Al Ain Emigration as a **IT SUPPORT EXECUTIVE** from June 2010 to till date.

Project Involvement:

* Egate, Eservice and Face Capture System

Job Profile:

* Server Administration.
  + - Installation and configuration of Windows 2003 server.
    - Managing server resources – Memory usage/Disk Space, Maintain Logs.
    - User Configuration and management. – Creating user accounts, setting up user right, profiles and policies.
    - Daily and Weekly Server Backup.
* Managing Egates @ Abu Dhabi and Al Ain Airport that includes Egates, Enrollment stations and monitoring stations
  + - Egates – To make sure gates are on for swift passenger passage without any hardware or software failure
    - Monitoring Stations – To monitor the passenger movement
    - Enrollment Stations – To register the passengers for egate system.
* Installation, maintenance and troubleshooting of Enrollment stations at Al Ain Immigration and Al Ain Airport.
* Check network connectivity to the application and database servers.
* Install applications, patches and new releases for egates and enrollment stations.
* Maintain network and office setup for eservices helpdesk and call centre at Al Ain Immigration.
* Installation of software for barcode system integrated to visa processing and resolving issues related to the barcode system at Al Ain Immigration.
* Installation of software for face capture system integrated to immigration and configuring the cameras at Abu Dhabi & Al Ain Airport.
* Installations of peripherals, maintenance of the PC’s.
* Resolving hardware & software issues related to Enrollment stations at Al Ain Airport as well as in Al Ain Immigration.
* Troubleshooting of OS & related applications to the extent of isolating the problem to OS.
* Installation, configuration of Operating systems, Office applications, exchange client support, Anti virus etc as per company policy
* Troubleshoot & Manage hardware resources like Printers, Scanner & Plotter administration
* Support end users with their queries related to software and resolve issues related to software and hardware at Al Ain Immigration.

Worked for **WHESSOE Oil & Gas ltd (UK).**, at RGPPL Power project, Dabhol, India as an **IT Technician** from Sep 2006 to June 2010

Job Profile:

* Server Administration.
  + - Installation and configuration of Windows 2003 server for about 30 Windows XP based Internet users with squid proxy server.
    - Managing server resources – Memory usage/Disk Space, Maintain Logs.
    - User Configuration and management. – Creating user accounts, setting up user right, profiles and policies.
    - Daily and Weekly Server Backup.
* Off Site Data communications
* Network Administration.
  + - Planning and designing of the entire network with keeping cost constrains in mind.
    - Analysis of requirements, site survey, Identification of OS solution, Administration
    - Building Network infrastructure with AT&T structured cabling system, implementation & management of networks.
    - Installation/Configuration and management of network devices including Router, Hubs & Switches.
    - Troubleshoot network related problems, Support and maintain networking devices, cabling and standalone systems as part of Job Duties.
* Installation and support networking of desktop/laptops systems running Windows XP, Hp Personal & networking printers at Dabhol Power Project.
* Liason with Darlington on Support issues
* Desktop Configuration.
  + - Installation, configuration of Operating systems, Office applications, exchange client support, Anti virus etc.
* Laptop Configuration
  + - Installation, configuration of Operating systems, Office applications, exchange client support, Anti virus etc as per company policy.
* Troubleshoot & Manage hardware resources like Printers, Scanner & Plotter administration
* Cabling infrastructure management
* IT Help desk
  + - Troubleshooting of OS & related applications to the extent of isolating the problem to OS, Application or related hardware
    - Patch Management. Maintain systems up to date with the latest OS patches.
* Supported and maintained Compaq deskpro systems, Compaq & IBM laptops and HP Personal & Network printers.

**Project Handled**

* Name of project: Windows 2003 server, Exchange 2003 server set up at Dabhol LNG revival project M/S Whessoe Oil &Gas Ltd site Office.
  + - Installed & configured Windows 2003 server with RAID Features.
    - Installed & configured Windows 2003 in roll of PDC with 30 Windows XP Based Pc’s.
    - Responsibly handled Installation & configuration of 10/100 Mbps D-link switch’s & supervised Cat6 cabling.
    - Xerox wide format 6204 plotter (printer, scanner, and fax) and RICHO printers (ALL-IN- ONE) on the network over TCP/IP.

**SKILL SET**

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| --- | --- | --- |
| **(1)** | **Known Operating System** | Windows (98, NT, ME, XP, 2000, 2003), Linux. |
| **(2)** | **Programming Languages** | C, C++. |
| **(3)** | **Database** | Ms SQL server, Microsoft Access. |
| **(4)** | **Documentation Tools** | Microsoft Office. |
| **(5)** | **Networking & Structured Cabling** | LAN establishment, Setup network using various cables and also expertise in Internet connectivity and troubleshooting |
| **(6)** | **Peripherals** | Assembling & Installation. |
| **(7)** | **Mail Server** | MS Exchange 2003, |
| **(8)** | **Web Servers** | IIS, Apache web server. |
| **(9)** | **System Administration** | Managing User Group/Accounts, Profiles, Security, System Policies, Logon Scripts, Monitoring, Analyzing and resolving issues relating to utilization and performance of the network |
| **(10)** | **Networking Products** | Support and maintenance of Cisco 2500 series Routers and 1900 series Catalyst Switches. |

Above provided information is true to the best of my knowledge, I would be pleased to provide further information if required.