**MOHAMED**

**MOHAMED.334432@2freemail.com**

**Objective**

Seeking a position to exhibit my skills and abilities in an organization that offers professional growth and freedom for innovation, thereby contributing to the growth of the organization through my sustained and concerted efforts where dedication and sincerity will add value to the operations.

**Profile**

* 9+ years of experience in IT infrastructure support for Implementation and Troubleshooting.
* 2 years of experience as a Team Coordinator in IT Helpdesk process.
* 7+ years of experience in Windows Server Administration and support.
* Proficient in Windows Server 2003, 2008 & 2012 Architecture and Active Directory Services.
* Good working knowledge in UNIX and Linux Administration support.
* Possess good interpersonal skills and an active team player.

**Experience Summary**

* Position : Team Coordinator (Jan 2015 to Dec 2016)
* Position : IT Support Engineer (July 2012 to Dec 2015)
* Company : VLS Global Logistics Private Limited, Chennai.
* Period : July 2012 to Dec 2016.
* Position : Desktop Engineer
* Company : Adecco India Private Limited.
* Client : Cisco Systems India Private Ltd, Chennai.
* Period : May 2010 to Mar 2012
* Position : System-support Engineer.
* Period : July 2006 to Dec 2009
* Company : SolutionZ Technologies, Chennai.

**Professional Summary**

**Team Coordinator Responsibilities:-**

* Ensure prompt and effective customer service is provided to clients.
* Monitor call handling timing, email and voice mail.
* Provide process oriented training and new process change to team members.
* Handling the escalation process and prepare root cause analysis report.
* Explain the Service Desk procedures and processes to agents.
* Review and remove bottlenecks hampering delivery of customer service.
* Monitor team performance and perform evaluation at regular intervals.
* Respond to emails and incoming calls and solve queries.

**IT Support Engineer Responsibilities:-**

* Managing and Maintaining the Solar Winds monitoring Systems, which includes the status and performance of total office network, ISP Services and facilities.
* Fault handling and escalation - identify the problem and escalate to appropriate team/Vendor for resolution.
* Monitoring and handling the ticketing tool system - create tickets for reported issues and triage it to appropriate team with urgency level.
* Ensure high availability of File servers, intranet websites’ and applications for end users.
* Monitoring File servers, backups, network infrastructure and peripherals like printers and related hardware.
* Managing and monitoring the Citrix based applications - clearing the user's session on server side if any login issue reported.
* Creating new user accounts in Active Directory for new joiners’ and provide access to VPN upon user’s request with management approval.
* Managing the Mail delegated administrator – creating, deleting email accounts, email forwarding upon user’s request.
* Managing and maintaining a Windows 2003/2000 server environment.
* Configuring DNS and Terminal service in Windows 2000 and 2003.
* Configuring Active Directory Services, Group Policy, Software Deployment, IIS in Windows 2000 and 2003.
* Implementing Backup and Restore using Microsoft Backup Utility.
* Implementing RAID levels in Windows and 2000 and 2003 and Disk QUOTA.
* Administration of Active Directory, DNS and DHCP Servers.
* Installation and configuration of Citrix Server Farms.
* Planning and testing the application virtualization for various new application releases using citrix Streaming profiler and publishing it to the citrix farms.
* Deploying ICA Client .printer driver mapping .shadowing users, checking sessions, manage server load and CPU Utilization.

**Desktop Engineer Responsibilities:-**

* Managing and maintaining a Windows 2003/2008 server environment.
* Maintaining a Windows 2003 server Active Directory Infrastructure.
* Monitoring the Server, Network Infrastructure and daily backup status.
* Installing and configuring the Cisco UCS series servers.
* Configuration of Cisco series switches for VLAN operations.
* Provide desktop support to Windows and Linux PC’s**.**
* Installing and upgrading of OS, Applications and Patches.
* Troubleshooting the issue of Windows and Linux OS.
* Provide application support for Cisco recognized applications.
* VPN Client Configuration for the remote users.
* Provide Remote Desktop Support to the remote users.
* Provide support to the file and print servers.
* Provide administrative privileges to the users for access the files and PC’s.
* Maintaining and Responsible for Static IP addressing.
* Provide access privileges to shared files and folders.
* Provide technical support to Laptop users.
* Provide support for domain migration activities.
* Familiarity with Remedy ticketing tool for escalating and resolving the issues.
* Provide technical support to the users over phone and mail.

**System-support Responsibilities:-**

* Provide desktop and technical support to PC’s.
* MS-Outlook email client configuration and troubleshooting.
* Trouble shooting of local LAN and Desktop PC’s.
* Creating new user and assigning roaming and default profiles.
* Enabling Remote access for remote machine.
* Configuring sharing and security permissions for files and folders.
* Configuring Disk Quota for end users.
* Configuring VPN through Remote connections.
* Implementing Backup and Restore using Microsoft Backup Utility.
* Assisted in hardware installation and maintenance of workstations, servers, networking equipment, and other supporting hardware and software.
* Performed user account creation, deletion, and configuration.
* Installing and troubleshooting of all application software’s like Oracle, MS-SQL Server etc…
* Configuring dial-up modem and mail server.
* Virus, spy ware, removal and Reporting.

**Technical Summary**

* Windows Server 2003/2008 & 2012 DNS, DHCP.
* Windows Active Directory Services.
* VMWare ESX Server 2.0, vSphere Client, Citrix Xen-App Server.
* IP addressing , Subnetting, VLAN Configuration, Switching & Routing.
* Symantec Email Gateway management.
* BMC Remedy Incident Management, TeamHQ Ticketing System

**Educational Background**

* Degree : B.Tech (Information Technology)

Year : 2002 – 2005

University: Anna University, Chennai, India.

College : E.G.S.P Engineering College, Nagapattinam, India.

* Diploma : D.C.T (Computer Technology)

Year : 1999 – 2002

University : State Board of Technical Education, Chennai, India.

College : M.I.E.T Polytechnic, Trichy, India,

* Schooling : S.S.L.C

Year : 1997 – 1998

Board : State Board of Tamilnadu, Chennai, India.

School : St.Antony’s Higher Secondary School, Nagapattinam, India.

**Personal Profile**

Date of Birth : 04-11-1981

Nationality : Indian

Marital Status : Married

Languages known : English and Tamil