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| **Abdul Samad – 2009754**To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on email: cvcontacts@gulfjobseekers.comWe will contact the candidate first to ensure their availability for your job and send you the quotation for our HR Consulting Fees.  |



 Dubai-UAE

**Objective :**

Looking for Suitable Position as IT Officer, IT Support Team Lead , System admin , Desktop Support Engineer OR IT Technical Support Engineer in a Reputed Organization, To rise to the highest level in the hierarchy through my hard work, high motivational level and grow symbiotically in a reputed company, which provides me with, ample challenges to exploit my full potential.

**Summary**

* Having **6 years** of overall **Experience as IT Administrator, Technical Support Engineer & End User support** in **India** .
* Having **1.5 years of experience as System admin cum Team Lead** in reputed organization.
* **Create and update necessary standard operating procedures for day-to-day operations and ensure all operations are performed in line with ITIL standards and process.**
* **Provide Service & Infrastructure Operations support to internal and external customers in accordance with the terms of the customer contract and Service Level Agreements (SLAs)**
* **Carry out incident and problem management support to the highest standards and co-ordinate the resolution with the appropriate resolver groups**
* **Having Asset handling and managing For More then 3 years (as I was in charge of 3 zonal offices** **)**
* **Skilled at handling complex projects, customer expectations, and rapidly evolving requirements**
* Proficient of handling Desktop/Laptop O/S: Windows 7, Windows 10, MAC OSX
* Expertise with Mobile/Tablet OS: Apple iOS, Android
* Have excellent communication & written skills in English, Hindi .
* Proficient in handling AD & network Infrastructure applying team spirit..
* Dedicated, known for consistently giving 100% to get the job completed.
* High-energy, Quick learner and confident professional with a passion for technology.
* Proven strength in troubleshooting, problem solving, coordination, analysis and a proven track record of success.
* Proficient in using MS Office( Excel, MS Word , PowerPoint).
* Have excellent System Administrator and Team Leading Skills
* Like to interact with people and with my Team.
* An excellent team player & can get along with different nationalities.

**Work Experience**

**Current Position:**

**Organization : (**from 01-may-15 to Sep-2016**)**

**Designation:** System administrator

Location: - Mangalore

Handling Entire Mangalore Zonal office and Mangalore Technical offices

**The responsibilities :**

* Receive and record technical and/or application support calls from end users.
* Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to second or third level in accordance with escalation processes.
* Maintain overall ownership of user’s issue & service ensuring that they receive resolution within a reasonable timeframe.
* Provide initial assessment of urgency and business impact on all support calls.
* Manage service requests, software installations, new computer setups, upgrades ,so on
* Record incident resolutions in the incident management tool , i.e HPSM
* Giving complete IT support I.e , IT Assets (Desktop , Laptop , Network Pinter , IP Phones , IP Camera)
* Giving the Support network team by Giving the remote access of the network device.
* Configuring AirWatch Apps in Mobile & tablets
* Completing or rectifying user requests as localit of Zonal Offices .
* Configure and maintain the IP phones
* Handel the Citrix enterprise tools

**Organization: INFO SERVICES (an IBM ESP)**(from 01-04-14 to Mar 2015)

**CLIENT/ Projects :**Bharti Airtel

**Designation:** System administrator

Location: - Bangalore

System Administrator Serving as L2 point of contact for the team dealing with Desktop And server level issues of entire KK circle Desktop And Servers.

**The responsibilities include:**

* Managing and monitoring the user’s request and issues through I-ticket tool Maximo,Maxit& Remedy.
* Day to Day Server Administration Tasks such as CPU utilization, Event Check, and Disk Space.
* Installation of Software/Applications on Windows 2008 Servers.
* Running GSD tool & maintain GSD (Global security document) in quarterly basis.
* Taking Backup of servers and handling Medias.
* Portable Storage Media SPOC for Mobility Karnataka account.
* Assigning Server share access permissions (share/security) for users.
* Had been a sole responsibility of maintaining **BH and VASI** activity for servers across Karnataka, Tamil Nadu, Andra-Pradesh circle in quarterly basis.
* Troubleshooting server hardware issues.

**Organization: INFO SERVICES (an IBM ESP)** (from 06-01-12 to 31-03-2014)

**CLIENT/ Projects :**IBM-Bharti Airtel Ltd.

Designation: Senior Technical Support Engineer (Desktop Support Engineer / EUS)

Working with IBM India Pvt LTD, Collaborated with Bharti Airtel Ltd as a EUS Engineer.

Location: - Mangalore

**Responsibilities Include:**

* Monitoring and maintenance of Several Lotus Notes, SAP & Database Servers in different platform.
* Backup and recovery of Mail, Application &Database .
* Installation of Operating System and application software. Patch & Virus management and OS deployments / up gradation.
* Install and configure network printer (Canon ,Richo & HP).
* Working with Lotus Notes 7.0 , 8.5 , 8.5.2 ( Lotus Client)
* Liaison with Vendors (Like Lenovo, Dell & HP ) For Hardware issue.
* AV (Symantec Anti-Virus) **Application Spock for entire KK Circle**.
* Providing Application support on XP, Windows 7 and Windows 8 based Systems and Peripherals
* Being Senior Responsible to support Critical User / VIP user , I.e , CEO , COO , EC Members

**Organization: New Computer Workshop. Mangalore**(from Aug-2010 to Nov-2011)

**Designation:** Desktop Support Engineer

* + Service & Troubleshoot the computer .
	+ Attend the Calls (technical call)
	+ Work As Field Engineer ,
	+ Assemble the desktop and troubleshoot if any issue.
	+ Taking the AMC (Annual Maintenance contract) of small organization give the Support .
	+ Handle the Home based customer AMC .
	+ Handling the front end customer support call,
	+ Designing the network for small organization and do the network for same
	+ Being a senior engineer assign the calls for other service engineers

**ADEMIC AND PROFESSIONAL DEVELOPMENT**

Bachelors of Science (Information Technology ), 2011

Karnataka University, Mysore.

PUC (pre-university college) 2006-07

 Secured 62.3%

 MPUC

 Secondary School (SSLC), 2004-05

 Secured 58.3%

 MPUC

 **CERTIFICATIONS**

**MCSA , CCNA , Red-Hat (Linux) Course Completed,**

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| **D**  **Declaration :** |

**In GOAL IT Solution , Mangalore .**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**Date :**

**Place :** Dubai **Abdul Samad**

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