**CURRICULUM VITAE**

** **

**ITIL Certified**

# MOHAMMAD

[MOHAMMAD.336989@2freemail.com](mailto:MOHAMMAD.336989@2freemail.com)

I have over 13 years experience in Windows(System Admin/Deployment) and banking/finance based Application Support ,Deployments(Code Changes),Communication and Server Technology with hands-on experience in SCCM & Blade Logic Client Automation,Bladelogic Server Automation,Data warehousing Informatica, Software deployment and patch management,Unix, Microsoft Windows XP/2007,Win8.1,Win10 Toad For Oracle. I posses good knowledge of SCCM,Marimba(Blade Logic Client Automation)software deployment and patch management tools and Windows XP/2007,Win8.1,Win10/Unix environment,including Microsoft Outlook and networking technologies on LAN and WAN. I am best for my ability to manage customer applications & to ensure guaranteed uptime as per ITIL process. My job role involves software deployment & maintaining Systems/Servers/Workflows/Infrastructure and applications at all levels, also expert in Remote troubleshooting.I possess excellent communication and interpersonal skills.

**Raqmiyat LLC**

**July 2015-Present:**

Currently I am working with Raqmiyat as a **Senior Customer Support Engineer** and handling projects for Unisys and Microsoft. Supporting onsite in End User Computing department managing the task of System admin and network/Server/Backup infrastructure admin with VIP support and **Customer Relationship Management** including windows/Exchange based migration and transition. My job role involves Implementation of latest technologies in various machines including laptops/Servers and infrastructures.

**HCL Comnet Services Pvt Ltd.**

**June 2011-June 2015:**

I worked with HCL Technologies Middleeast and Deputed **at Microsoft Dubai as a Senior Specialist** supporting onsite in End User Computing department managing the task of System admin and network/Server/Backup infrastructure admin with VIP support and customer relationships including windows/Exchange based migration and transition. My job role involves Implementation of latest technologies in various machines including laptops/Servers and infrastructures, Played important role in transition between two different domain,I am involved in purchase orders of all IT accessories as per the requirement of Client,I worked with FGB (4 Yrs) as a SCCM/System Admin.

**CSC (Computer Sciences Corporation) July 2006-June2011:**

**Worked for Australian Account:5 yrs Exp in CSC:**

Worked in CSC (Computer Sciences Corporation) for SYSTEM ADMIN, Software deployment and Patch management department,supported four projects(PatchManagement, Office 2010 upgrade, Lotus Notes to Outlook Migration,Windows 7 roll out) for Australia based client and managed team of 8 resources. CSC a US based multinational IT organization in the field of infrastructure services end user technology services. Also closely worked with Service Restoration Team in order to avoid escalations and provided resolution on time, Prior to CSC I worked with CMS Computers Limited deputed at GE Capital International Services (GENPACT) Gurgaon as a remote support engineer and SME (Subject Matter Expert in Genpact IT services.

**Current Responsibilities:**

Working on Service Now And ITSM ,Migration of Mailbox,OS installation through SCCM image (Lite Touch-Installation),Infrastructure-maintenance,inventory-maintenance/Assets-management, Troubleshooting of all applications using by Microsoft,System admin and network admin, remote support, On call support,Supporting purchase Orders for the hardware and IT accessories.

**Provided Remote Support to North American Client:**

Installation,Configuration and troubleshooting of various applications in Windows environment,Creating & maintaining group policy in Active Directory for the Australian account and also worked in software deployment process through MARIMBA. Applications support for Citrix,Time & Expense coordination with the field support helpdesk for all calls related to remote helpdesk, applications and network related call .I had limited access on Novell server and daily co-ordination with server teams like lotus notes server team, IDAD and local IT team at client site.

**Skills:**

**.** Expert in software deployment Tools, IT security tools,package testing through

Marimba/BladeLogic Client, Automation/Server automation.

**.** Expert in jobs,packages,property dictionary,permissions and authorizations in deployment

through Unix based Bladelogic Server Automation.

* System Admin,Network Admin,DNS, DHCP and WINS configuration and administration
* Installations of various Application Software’s on LAN
* Installation, configuration and Implementing Active Directory services in Win2003
* Installation And Maintenance of Oracle.
* Knowledge of RAS & VPN.

**.** Expert in TOAD (For Oracle) for scripts execution and error handling.

**.** Expert in wincvs for files repositories and logs verifications.

**.** Expert in Informatica Power Center 8.6.3 for ETL workflows,sessions,mapplet deployment by

using workflow manager,workflow monitor,workflow designer.

**EDUCATION:**

Degree in Engineering With Electronics & Communication from Maulana Azad College Of

Engineering And Technology **(First Class With Distinction).**

CERTIFICATIONS:

* Microsoft Certified System Engineer (MCSE).
* ITIL Version2 Certified.

### **TECHNICAL SKILLS:**

**Platforms / OS:**

Windows 10,Unix, Middleware,

**Deployment Tools:**

SCCM ,Marimba(BMC Product), Bladelogic Client Automation and Server Automation, Informatica Power Center 8.6.3,ETL,UNIX based manual deployment .

**ITIL TOOLS:**

HP-ALM(Application Life Cycle Management), Remedy, ITSM,SERVICE NOW(SNOW).

**Network Management Tools:**

Remote Administrator, Supporting Network monitoring for switches and Routers,Involved in replacement of all network devices.

**Oracle & SQL Script Execution Tools:**

TOAD For Oracle

**Server Management:**

Remote Admin, Infra Admin.

**Servers:** Web & application servers, Solaris, HP-Unix, Windows, DHCP, WINS, DNS, RAS, NAT, PROXY, HP Proliant File Server,SCCM Server

**PLACE:** Dubai