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**AZHAR**

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| Objective |

To obtain a position of IT Engineer where I can utilize my software, hardware and troubleshooting experience in order to provide the company with a solid IT support system.

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| Technical Skills |

* Configuring, Managing and Maintaining Networking equipment.
* Installing, configuring and administering network technologies
* Exceptional knowledge of basic networking protocols.
* Good knowledge of MS Office products.
* Excellent knowledge of registries, permissions and drivers.
* Skilled in working with Apple products.
* Experienced in editing and proofreading lengthy documents with focus on word definitions spelling sentence structure, syntax and grammar.
* Work with technical vocabularies from variety of fields.

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| Training |

**GOBAL SOFT (Qspiders),**

**Software Test Engineer, BANGALORE, INDIA.**

**August 2011 -May 2012**

* Have worked on manual testingof applications in Sample Banking and Capital Markets domain and was involved in Analysis of requirements, Test case Design, Test Execution and Reporting.
* Understanding of Business rules, Software requirements and writing Test Cases for Business scenarios.
* Have good exposure in User Acceptance Testing, Regression Testing and System Integration Testing.
* Involved in Review of Test cases, Test execution, Defect reporting, Defect retesting, Co-ordination with Onsite coordinator, Analysis of Defects.

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| Work Experience |

**May 2007 - July 2008  
MALNAD INFO TECH – HASSAN, INDIA**

• Install and upgrade hardware and software components  
• Develop and document technical processes  
• Provide technical solutions and troubleshooting services on need basis  
• Ensure proper working order of all terminals and servers at all times  
• Provide support to remote users.

**Work experience in Etisalat (DUBAI) as IT Sales Representative & Customer service from April 2012 to OCTOBER 2013**

**Working experience in Servcorp,Dubai as Jr. IT Technician and client service from June 15th 2014 till March 2017**

* Handling Multi site users Environment on front & backend Support.
* Working in an Escalation matrix environment where giving remote support to the global clients with help of different tools example Team viewer, Pc Anywhere & Tight VNC,Ammyy Admin etc.
* Managing Middle East Location for data, voice & video connectivity.
* Engaged with ISP regarding the follow up for Data voice outages
* Assigning VLANS to the Routers & Wireless access points.
* Managing IP surveillance cameras from Cisco solution.
* Responsible for periodical backup & restore of the Video streams files
* Managing the Cisco call manager for giving multi level access to the users.
* Managing Cisco Unity for Various facilities related to the VOIP network.
* Installations & managing Network storage Devices from Western digital.
* Manage local team for implementation of network through remotely to multi location.
* Creating the technical manual for the installation, trouble shooting of network, servers & software.
* Installation, Configuration & Administrator of Windows 2012 Servers.
* Installation, Configuration & Administrator of Windows Exchange 2003 Servers.
* Creating & assigning multi level access of mail box.
* Managing the mail box synchronization with BlackBerry & I Phones.
* Managing & trouble shooting of active directory of group level access & user level access.
* Management of CISCO wireless controller & CISCO Access points.
* Responsible for corporate Antivirus management.
* Procurement of all IT products Setting up, troubleshooting & configuring desktops /laptops.
* Planning, Maintenance and Administration of LAN & WAN.
* Installation & configuration of CISCO 7911, 7942, 8941 IP phones.
* Working with Windows servers, Windows 2003/2008/2012 Active Directory.
* Installed, configured, and maintained the functionality of company desktop systems, together with peripheral appendages and software.
* Kept in constant touch with vendors to resolve problems as quickly and efficiently as possible.
* Provided computer system support for both staff and client.
* Configuring IP Phones for new users and managing call manager.
* Preparing New PCs and performing installations of required software.
* Installation, upgrade, support and troubleshoot Windows and Microsoft Office Products and any other authorized desktop applications.
* Installation, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment.
* Email account administration, i.e., account creation and management and distribution lists on Exchange 2008.
* User account administration, i.e., account creation and management and password resets on Active Directory.
* Taking care of all the daily incidents for desktop support and providing support remotely or onsite.
* Handling basic issues of Network Infrastructure.
* Troubleshooting and technical support for Wireless products like wireless Routers, Wireless Adapters, Access points etc.

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| Certification |

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Certification/Version: Windows Server 2012

Date: 30-july-2016 & 01-Aug-2016

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| Academic Qualifications |

2011B.E. degree in Information Science from P.E.S School of Engineering, Bangalore

2007Diploma in Computer Science, DTE Board, Hassan

200410th from C.K.S English School, SSLC Board, Hassan

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| Personal Details |

Date of Birth: 01/June/1988

Visa Status: Visit Visa

Languages: English,Hindi,Malayalam,Tamil and Kannada

Marital Status: Married