**IMRAN**

C/o-Contact No: +971 502360357

Email ID: imran.3421080@2freemail.com

Objective:

To obtain a challenging position in the Technical Support and Networking Field working with an established and well respected company. Possessing a proven ability to administer and control the operation,configuration and maintenance of computer based information systems, as well ashaving an eye for detail and able to multi-task under pressure.An excellentcommunicator can relate well with people at all levels and has the flexibility ofworking well as part of a team and on my own.

Executive Summary:

* Overall **7** years (**3.5 years in Abu Dhabi, UAE**) of IT experience in Desktop and network engineering - implementation, configuration, developing test plans and troubleshooting.
* Extensive experience in installation, administration and networking in various environments.
* Proficient in networking concepts, infrastructure, technologies, windows client operating systems, windows server operating systems.
* Hands on experience in Installation, configuration and Troubleshooting of Windows operating systems, Mac OS X, Office applications, VPN, VMware etc.
* Strong analytical, problem solving skills and ability to learn fast and work well under pressure.
* Well versed with Production Support, Technical support, on call support duties, Production troubleshooting etc.
* Able to work in team environment and independently.
* Extensive documentation and training experience.

Technical Skills:

* Operating Systems:Windows XP, NT, Vista, 7, 8, 10 and Mac OS X.
* Microsoft servers:Windows Server 2008; Windows Server 2012 (Active Directory, DC, DNS); Exchange 2003 and Microsoft Exchange 2007.
* Software: C, C++, Mat lab,MS Office applications; Norton Utilities; Email (Microsoft Exchange), Oracle, VPN, VMware and many others.
* Networking: Networking Concepts and Technologies, configuring andtroubleshooting LAN, WAN, TCP/IP, switches, hubs and routers.

Educational Qualification:

* B.E (Bachelor of Engineering)inInstrumentation TechnologyfromKNS Institute of Technology, Visvesvaraiya Technological University.
* **Pre University College** from St**.** Philomena’sPre University College

Professional Experience:

**Currently working as IT Support Engineer for Al Qudra Holdings- Qscape Komtec LLC, Abu Dhabi from April 2013.**

* **Desktop installations and support:** This involves installing the operating systems and the standard licensed software’s used by the company for accomplishing the work, adding the machines to the company network and providing on call technical support and trouble shooting for all types of hardware and software issues.
* Assists in the planning, design, documentation, and implementation of various systems to include desktop PC’s, servers, network equipment’s, and software applications.
* Managing users, computers& group policy and logon script.
* Creation/ deletion of users accounts.
* **Software installation and support:** Highly skilled in installation and support of engineering software’s.Installation & Management of Internal Hardware, Software, Networking infrastructure.
* Monitors, plans, and coordinates the distribution of client/server software and service packs.
* **Network Support**: Troubleshooting and resolving networking and connection issues, maintenance & installation of Network Devices like Routers, Ethernet Switches, Hubs andensuring that the network infrastructure is up and running.
* Implement the policies for the use of the computer system and network.
* **Hardware support:** I was also responsible for hardware maintenance for preconfigured computers, which were made after certain requirements and specification analysis of the users. Printer server was setup to manage the standard printers and plotters (A0, A1 size) of the office.
* Monitors and maintains the use of the LANWT’s photocopiers and printers.
* **Emails support:** Emails were setup on the ISP domain and were setup on user machines using outlook 2010, 2013 and outlook express as email clients.
* Preparing and maintaining documentation of technologies, standards and procedures.
* Solely responsible for all IT decision making, support and administration at a site of more than 200 ‘demanding users’ in a fast paced architectural and engineering environment.
* **Technical resources coordination:** Held the position of the technical resource coordinator which is an internal posting in the company, was responsible for keeping the IT store updated depending on the staff matrix generated by the HR department and the present user requirements, this involves requesting quotes from different resellers, selecting the best quotes and seeking approval of the Managing director and then placing the order through the LPO and interacting with the account department for the payments. The resources include both the hardware and software.

**Technical Support Engineer, Apple technical support for Aditya Birla Minacs, Bangalore from Aug 2010 to March 2013.**

* Installation & Management of Internal Hardware, Software, Networking infrastructure.
* Assembling the PC’s & Installation of Software’s as per requirement.
* Sharing, securing & accessing files and folders.
* Creation/ deletion of users accounts.
* Installation & Configuration of Internal Hardware like VGA card, Ethernet Card.
* Maintenance & installation of Network Devices like Ethernet Switches & Hubs.
* Giving Solutions for Rectification and recovering data from Virus Problems.
* Re-installation of iOS and Mac OS X on devices and computers and providing core technical as well as device support for Apple customers.
* Monitoring alerts and doing the health check of the devices.
* Prepare North Star and generate work reports and report to operations manager.
* Analyses the process performance and delivery metrics.
* Assists the support teams through the process within their domain.

**Infovision Consultancy Services, Bangalore – May 2009 to July 2010**

**System Admin (Systems/Network Administration Activities)**

* Installation & Management of Internal Hardware, Software, Networking infrastructure.
* Assembling the PC’s & Installation of Software’s as per requirement.
* Managing file system & encryption.
* Sharing, securing & accessing files and folders.
* Managing user, computer & group policy and logon script.
* Creation/ deletion of users accounts.
* Installation & Configuration of Internal Hardware like VGA card, Ethernet Card.
* Managing and maintaining physical & logical devices.
* Maintenance & installation of Network Devices like Switches & Hubs.
* Assembling the PC’s & Installation of Software’s as per requirement.
* Giving Solutions for Rectification and recovering data from Virus Problems.

Trainings Undergone:

* Microsoft Certified System Engineer(MCSE)
* Training on basics of ITIL
* ISO 9001:2015 (Quality Management System)

Personal Strength:

* Good analytical skills in identifying, troubleshooting problems and uncovering root causes.
* Adaptable to new changing environments.
* Willingness to learn, pick up new skills and ideas quickly and generally thrive on challenges.
* Ability to generate team spirit in a group and work with harmony.

Project Details:

**Project Title: Voice Controlled Robotic Car**

Brief Overview of Project: The project “Voice Controlled Robotic Car” was undertaken as a part of the college curriculum in the 8th semester of my engineering degree. The project was conducted in Infovision Technologies. I was leading the team of three and was also acting as team co-coordinator with respective college staff and the company.

Talk is one thing that human does relentlessly without having a feeling of strain. This thought led me to propose for the control of vehicle steering using voice commands. The idea initially came as a step to ease physically challenged people in their movement through voice commands to their vehicle. A toy car was used as a test bed in place of the wheel-chair for the physically disabled. The proposed project aims at testing of vehicle navigation under voice commands.

Other Projects done are:

* Artificial Intelligent Robot for Fire Detecting and Extinguishing
* ICU monitoring

Personal Details:

Nationality **Indian**

Date of birth **30.08.1985**

Sex **Male**

Marital status **Married**

Driving License(UAE)**Under Process**

Languages known **English, Arabic, Urdu, Hindi,**

 **Kannada, Tamil**

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