# Ferouze

Technical Support Consultant

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# About Me

Confident and reliable IT support and Network engineer with extensive practical experience in working with Application Support, Servers, Firewalls and other networking devices almost for the past 6+ years. Possessing a proven ability to administer and control the operation, configuration and maintenance of IT based systems and Networks.

# Technical Skills

Server Operating Systems : Windows Server 2008 |2008R2 | 2012R2 | 2016  
VPN Technology : IPSEC | SSL| PPTP  
Windows Client OS : Windows 7 | 8.1 | 10  
Other Operating Systems : Macintosh OS   
Management and Tools : ADDS | DNS | DHCP | File and Storage Management | Group Policies  
Firewalls : Fortigate | Sonicwall  
VOIP and PBX : Avaya |Cisco UC | My PBX | Elastix  
Mail Servers : Microsoft Exchange | Office 365 | Google Apps  
Anti-Virus : Sophos | Eset | Kaspersky | MCafee  
ERP Application : Microsoft Dynamics AX 2012 R2 | R3  
Virtualization : VMware | Hyper V  
Interests : SDN | Two Factor Authentications | Single Sign On |   
 HyperConvergence

# Certifications

* Microsoft Certified IT Professional MCITP



* Hardware Engineering from IIHT
* Advanced Diploma in Exchange Server

# Educational Qualification

* Bachelor of Science in **Information Technology** - Pondicherry University.

Year of Passing 2009

# Work Experience

**ADREM TECHNOLOGIES June 2015 to Present  
Technical Support**

* Planning Network infrastructure for new Clients and my organization when required
* Executing tasks assigned by IT manager
* Documenting network installation, configuration and changes made for projects.
* Evaluating and testing new products for organization and clients.
* Eliminating recurring problems either on my own or with vendor support for the products.
* Configuring Routers, Switches and VLANs
* Managing Microsoft Dynamics Ax Partner source
* Maintaining uptime for servers and network
* Assisting in Planning, installation and configuration of Hardware required for ERP installation (Dynamics AX)
* Maintaining knowledgebase for issues that are fixed using SharePoint wiki.
* Configuring Site to Site VPNs using SSL and IPSEC between multiple branches and for users
* Assisting the Application Team with properly setting up new POS machines which runs Microsoft Dynamics Retail POS
* Installing and Configuring Store servers, POS machines and Creating Synchronization profiles for the stores to properly transfer data between HO and Stores.
* Configuring firewall policies and Security using UTM on the store firewalls and for the infrastructure clients.
* Supporting Store clients with their network issues and escalating to application department if it’s related to retail application.
* Traveling to stores within GCC and setting up Stores, servers and VPN - application connectivity.
* Maintaining and Administration of Exchange Server 2013 and setting up outlook clients for users.
* Creating Terminal Servers, installing and configuring Active directory services, DNS, DHCP for Clients.
* Implementing and migrating from and to google apps, office 365 and Exchange servers.
* Troubleshooting and assisting users and clients with their network, server and email issues.
* Configuring and maintaining HYPERV virtual environment
* Configuring and verifying Daily backups and Antivirus

**ALKENDI IT SOLUTIONS December 2012 to May 2015  
IT Support Engineer**

* Configuring, Maintaining and Troubleshooting Windows Servers and other Technical Equipment.
* Installing HP, Dell and IBM Servers with RAID Controlled Disk Management Systems.
* Installing and Configuring Centralized Anti-Virus Systems.
* Setting up Content filtering and Data Leak Prevention Mechanisms using Hardware Firewalls.
* Configuring Site to Site VPN connectivity using IP Sec, SSL VPN Technologies for clients.
* Configured High Availability Technologies using Double Take, NLB and Clustering.
* Assisting with Setting up and Installing Avaya IP Offices and Cisco UCs.
* Configuring VLANs.
* Supporting clients with their Outlook, Printers and other Desktop related issues.
* Applying Patches and security updates for Servers.
* Office 365 / Exchange Online Migrations and Configurations.
* Installing and configuring Exchange Servers for Clients.

**WINFASHION TECHNOLOGIES PVT LTD November 2011 to November 2012  
System Admin**

* Installing, Configuring and Updating user software products including Operating systems.
* Troubleshooting networking and computer related problems
* IIS Web server administration
* Maintaining of Terminal server and configuring remote apps for users
* SharePoint 2010 Server administration
* Active Directory Administration
* Monitoring proper functioning of backups
* Hyper V Management and Administration
* Overseeing Computer security, Deploying patches and antivirus updates.
* Network Cabling and organizing.
* Maintaining asset records for office IT systems.

**RADNUS MOBILES PVT LTD December 2010 to September 2011  
System Admin**

* Troubleshootingoffice&CustomersComputers.
* Initiatingsystems/networktroubleshooting.
* Monitoringandensuringthatdefectivecomponentsarereplacedasneeded.
* TakingBackups.
* Userprofilemigrating.
* Anti-virusmonitoring.
* Responsibleforcompletesupport,installation,maintenanceofallnetworkandsystemcomponents.
* Building,configuringandperforminghardwareandsoftwareupgradesforNotebooks,desktops,locally.
* Preparingandmaintainingdocumentationofnetworkconfiguration.
* SubmittingtheoverallsystemmanagementreportweeklytotheManagingDirector.
* Trainingnewemployeesaboutsystemsecurityandsystemmaintenance.

**AZKAM COMPUTERS July 2009 to November 2010  
IT Support**

* Handlingcallsfromcustomersandsolvingtheirproblemsthroughtelephoneorinperson.
* Inspectingpersonalcomputerequipment,aswellasinstallinghardwareandperipheralcomponentssuchasmonitors,keyboards,printersanddiskdrivesonpremises.
* Installingandconfiguringspecifiedsoftwarepackagessuchasoperatingsystemsandapplications.
* Providingon-siteandremotesupporttousers'requestinrelationtonetworking,operatingsystem,systemhardwarediagnoses,andsoftwareandotherproblems.
* Initiatingsystems/networktroubleshooting.
* Monitoringandensuringthatdefectivecomponentsarereplacedasneeded.
* Manageddailyoperations,includingdataback-upandrestore.
* Troubleshootingnetwork,Internetandemailproblems.
* Responsibleforcompletesupport,installation,maintenanceofallnetworkandsystemcomponents.
* Preparedandmaintaineddocumentationofnetworkconfiguration.

# Personal Info

Date of Birth :12th December 1988

Nationality : Indian

Marital Status : Single

Languages known :Tamil, English, Malayalam, Hindi