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**Atif**

B.S (Computer Science) (I.T Engineer)

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Dubai – United Arab Emirates

**Career Objective:-**

Seeking a position to utilize my skills and abilities in the information technology industry, a job where growth prospects are unlimited and individuality is recognized by the work, and to achieve professional satisfaction by meeting higher responsibilities and involving in competent work areas.

**Professional Experience:-**

**Al Gyr Technology LLC from Nov 2016 till date**

**Client : Roads Transport Authority (RTA) Govt of Dubai**

**Designation : Support Engineer**

* Installing Windws Server 2012
* Handling Outlook issue
* Installing EMC SourceOne Email Management
* Ingesting the PST from EMC Console
* Trouble Shoot the EMC SourceOne Ingestion
* Providing Hardware and software support
* Copy all the files to the share path using Robocop command
* Installing EMC SourceOne Offline Access software
* Configuring the SourceOne offline Access Add-in
* Deploy EMC S1 OA on all the end user machines
* Visit the user for checking and verifying all PST`s which are ingested and Sign Off

**Al Gyr Technology**

**Client : Majid Al Futtaim( Najm Finance )**

**Designation : Support Engineer**

* Installing Trend Micro software
* Deploy trend Micro on all the end user machines

**Vision Tech System LLC from Oct 2014to Oct 2016**

Currently Working as Resident I.T Site Engineer for **Alec Construction** LLC**.(ALEC)**

**Abu Dhabi Airport site:**

* Responsible to resolve level 2 calls assigned from IT Helpdesk system.
* Responsible for Installation, Maintenance and Updating of OS Hardware and Software.
* Installation and updating of Antivirus.
* Installation security patches and Monitoring Systems Issues.
* Installation & configuration of Laptops/Desktops & Licensed software
* Installation of Xerox Printers, Scannersand OCEPlotter
* Install, configure and Troubleshoot Microsoft Outlook user accounts.(2010,2013)
* Installation of Window 7 through SCCM.
* Daily monitoring of Incident including help desk management, provide support to desktop users
* Responsible for Installation, configuration of various equipment like Switches,Wi-Fi Access point.
* To coordinate with Vendors and receiving the requirement of Hardware equipment, Networking, Operating systems, and other software as per Requirement.
* Provides feed back to the Team lead for improving IT Process.

**Viper Technology I.T Solution Provider Company: 18th Nov 2013 Aug 15th 2014**

**Atlas Group in (Resident Engg):**

* Attending In House Calls and Provide Solution as Needed.
* Provides Technical Support to the Users.
* Installation, Maintenance and Updating of OS(XP), Hardware and Software.
* Installation and updating of Antivirus.
* Installation security patches and Monitoring Systems Issues.
* Installation & configuration of Laptops/Desktops & software
* Installation of Printers and scanners.
* Provide user training and development.
* Install, configure and Troubleshoot Microsoft Outlook user accounts.
* Installation Window 7
* Installation Window 8
* Installation, Maintenance and Updating of OS (Win7), Hardware and Software.
* Daily routine calls including help desk management, provide support to desktop users

**Sapphire Textile in (Resident Engineer):**

* Attending In House Calls and Provide Solution as Needed.
* Provides Technical Support to the Users.
* Installation, Maintenance and Updating of OS (XP), Hardware and Software.
* Installation and updating of Antivirus.
* Installation security patches and Monitoring Systems Issues.
* Installation & configuration of Laptops/Desktops & software

Worked as **MIS Support Officer** in Hilton Pharmaceutical Company Pakistan which is one of the leading Companies in Pakistan**11th Oct 2010 to 30th Aug 2011:**

* Monitoring Doctor Data base System
* Worked in SAS (Sale Analysis System)
* Worked in SCP (System Call Planning)
* Monitoring in Call Log and SMS System
* Installation of Computers, Hardware, Software &WEB ACESS Applications.
* Installation of Printers and scanners.
* Provide user training and development.
* Install, configure and Troubleshoot Microsoft Outlook user accounts.
* Installation, Maintenance and Support for the In-House Systems and Software.
* Installation, updating Antivirus for all the clients.
* A very clear understanding of using Helpdesk Software.

Worked as **IT Support Engineer,)** in Express Printing & Packaging Karachi from **1st June 2007-Sep 2010:**

* Attending In House Calls and Provide Solution as Needed.
* Provides Technical Support to the Users.
* Installation, Maintenance and Updating of OS (XP), Hardware and Software.
* Installation and updating of Antivirus.
* Installation security patches and Monitoring Systems Issues.
* Installation & configuration of Laptops/Desktops & software.

**Professional Qualification*s:***

B.S (Computer Science) 2006

**Dadabhoy** **Institute of HigherEducation**, Karachi

**Professional Certification :**

ITIL FOUNDATION 3.0Certified

**Personal Profile*:***

Date of Birth       02-August-1980

Nationality           Pakistani

Marital Status Married

Language  English, Urdu

Driving UAE Licensed

**Reference:**

Will be provided upon request