

**Mufeed**

**Mufeed.347168@2freemail.com**

Qualified and professional IT Support team member with 10 years of experience in IT Industry

Extensive knowledge of Domain Controller, Additional Domain Controller, Active Directory DHCP and DNS

Successful in installing, upgrading and configuring innovative applications on Windows operating systems and providing technical support to end users to optimize workflows and minimize business interruptions, An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of team and on my own.

**Professional Work Experience (10 years)**

Currently working as**IT Engineer with Group for Securicor (Oct 2009- till date)**

G4S have a network of 6 offices in UAE and work force of 800 staff and a large client network.

**Duties & Responsibilities:**

* Installation, Configuration and administration of windows server 2012,2008 and 2003
* Migrates and Implemented Windows Sever 2012 for Domain Controllers and all other servers from Windows server 2003 and Windows Server 2008.
* Configured RAID 1 and RAID 5 on Windows 2012 server
* Installation, Configuration and Administrationof Domain, Active Directory, DHCP and DNS
* Installation and configuration of SQL servers and IIS servers
* Configuration and Administration of file Server
* Providing IT Help Desk Support to users.
* Providing technical assistance to users via telephone, e-mail and remote access.
* Computer Hardware and Network Implementation.
* Configuration and management and troubleshooting of the network devices.
* Implementation, maintenance and troubleshooting wireless Network and access point.
* Managing email Anti-spam and Antivirus.
* Suggesting and providing IT solution to business and management problems.
* Supporting for Cisco IP phone and Panasonic PABX Telephone System.
* Configuration & Troubleshooting of Cisco Switches & Routers
* Installation, maintenance and troubleshooting Printers, Scanners and Plotters.
* Operating System and Software Licensing.
* Google and Exchange email Console User and Group Management.
* SQL Server Installation and ERP support
* Printer Server Management and troubleshooting.
* HP Secure print Administration.
* Managing Cloud backup.
* Configuration and troubleshooting of MS Outlook
* Diagnosis of desktop, application, networking and infrastructure issues.
* Troubleshooting PC’s, laptops and mobile devices.
* Hardware and software upgrades, resource optimization and installing applications
* Administering the IT department’s policies and procedures.
* Managing NAS backup for user data's
* Maintaining a log of all problems detected and system back ups
* Working closely with software suppliers to resolve operational issues
* TCP/IP, Ethernet, wireless router andFirewall Configurations.
* Support for video conference system
* Maintain the IT inventory
* Preparing and sending various MIS reports (E-Hr, DISC, marketing) monthly to the management.
* Creating various login accounts for HR, Recruitment departments.
* Configuring and Controlling CCTV system
* Liaise with vendors for AMC of Printers, Servers and NW Devices
* Liaise with vendors for purchase of various IT product

**Previous Employment History**

* **IT Support Engineer**

Palace Computers, Abu Dhabi from June 2006 to August 30, 2008

(Computer Assembling, Servicing, Wholesale & Retail Trading, Network Maintenance and all IT related services)

**Duties & Responsibilities:**

* Operating System Installation (Microsoft Windows XP, Windows Vista, Windows 2000 Server, Windows ,2003 Server, Linux)
* Troubleshooting of Computers and laptops issues
* Works with Help Desk and Network Operations staff as appropriate to determine and
* Resolve problems received from clients.
* Configuring email accounts on outlook
* Troubleshooting of Hardware, software issues
* Troubleshooting of Printers and scanners issues
* Configuring Internet Routers and wireless network
* Software Installation
* Internet and E-mail operation
* Structure d cabling

**Previous Employment History**

* **IT Executive**

Computer Land ,Clicut, Kerala, India from May 05, 2004 to April 30, 2006.

**Duties & Responsibilities:**

* Computer Assembling
* Installing Microsoft products , Win XP, MS Office Etc.
* Installing Antivirus and applications
* Configuring internet routers and access points
* Troubleshooting of network issues
* Setting up network printers
* Troubleshooting of Computers issues
* Works with Help Desk and Network Operations staff as appropriate to determine and
* Resolve problems received from clients.
* Networking (LAN in Schools, Offices, Internet cafe)

**Academic Qualification:**

* Diploma in Electronics engineering.
* Diploma in Computer Hardware Engineering ( IICHT, CALICUT, KERALA)
* SSLC, G.V.H.S. School, Board of Public Examinations Kerala.

**Skills Summary:**

* Windows Server 2012/2008/2003/2000
* Active Directory/DNS/DHCP
* 2005 MS exchange Control panel
* Windows 10/8/7/XP/Linux and Mac
* MS Office 2013/2010/2007/2003

**Professional Qualification:**

* ITIL®2011 Foundation (APM Group Limited)
* CCNA (CISCO CERTIFIED NETWORK ASSOCIATE)
* MCSE 2012(MICROSOFT CERTIFIED SOLUTIONS EXPERT )
* MCSA 2012(MICROSOFT CERTIFIED SYSTEM ADMINISTRATOR )
* MCP (MICROSOFT CERTIFIED PROFESSIONAL)

**Language Proficiency:**

English, Arabic (fair), Hindi and Malayalam.

**Strengths:**

* Hardworking and committed.
* Fast learner.
* Ability to rise to the circumstances to fulfill the requirements.
* Ability to work as one of a team.

**Declaration**

I hereby state that all the information provided in my Curriculum Vitae are genuine and correct and I am sure, having given and opportunity to work with your organization, I will apply myself certainly for the benefit of the organization and achievement of it’s overall objectives.