Shaik

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**Job Objective:**

Seeking to work in IT Organization as an Engineer to walk in any challenging environment & to be productive, ensuring maximum Reliability, Availability &continuity of Networking Engineer of any organization by providing first &second level efficient, expert, and professional and process oriented technical support.

**Professional Summary:**

* Proficient in troubleshooting, assembling, dissembling, parts installation, part replacement, kernel & BIOS upgrade with all brands of laptops and Desktop PC's
* Ability to troubleshoot all kind of printers like networked copiers, DMP, Color, All-in-One, LaserJet & Line Printers
* Excellent in troubleshooting networking, basic LAN/WAN connectivity
* Positive & Excellent team Player and ability to fit in the teams as well as organization structure & culture easily
* Possess strong communication, presentation and customer service skills
* Strong ability to demonstrate solutions as per SLA and assigned job
* Always attentive to acquire new skills & product knowledge
* Conducting system study and coordinating with team members for product documentation, system design & integration, Network maintenance
* Identify, design and implement flexible, responsive, and secure technology services
* Expert in Troubleshooting and Customer Centric approach
* Designing, developing and testing and Maintenance

**Work History:**

**Payroll : IBeON INFOTECH Pvt Ltd, Bangalore, India**

**1.Client** : Mphasis,Bangalore,India

Working Period : Dec 2015 - Jan 2017

Designation : Networking Engineer

**2.Client** : Nimra Institute Of Medical And Sciences, Vijayawada, India

Working Period : Dec 2014 – Nov 2015

Designation : Networking Engineer

**3.Client**  : Infovision Technology Pvt Ltd, Bangalore, India

Working Period : Dec 2013 – Nov 2014

Designation : Networking Engineer

Responsible for providing Networking Engineer all users of Mphasis& its subsidiaries

Responsibilities:

* Provide support for all PCs, Network/Local printer, internet, IP phone issues, follow-up for pending tasks & ensure closure the same
* Responsible for creating new user profile creation, providing file server access, installing printers to staff of Mphasis and its subsidiaries
* Become an efficient system administrator with basics of networking while working as help desk assistant
* Get Employee Entry & Exit forms approved by department heads
* Providing IT Support to all the branches for Printer problem, Email issues, Internet Issues & Phone connection problem
* Upgrading PCs with relevant Hardware i.e. RAM, Monitor etc., as well as Software’s
* Provide support to user for windows domain users for password resets, email access
* Maintain a checklist of software licenses for reconciling available licenses with used licenses and report the same to senior manager
* Handling System Administrator basic activities in the absence of SLA
* Performing task on Domain/Work Group environment using different services like Active Directory, DNS,DHCP, File Server, Print Server etc.,
* Recording each incident in the internal help desk Ticketing tool
* Monitoring daily backups status
* Team management experience in both System Administration and Software Engineering Project Environments
* MS Virtual server 2005 R2 MS Terminal Server 2003, Firewall, Cisco devices, Microsoft, Router, Switches, Structure cabling, Virus Removal, Data Recovering, Ghost installations
* Support Storage/Backup, Backups and Recovery, Operational Systems, Virtualizations Systems, LAN & WAN, Wireless & Networking
* TCP/IP networking and hardware maintenance and repair
* Assisting with on boarding of new users
* Maintaining inventory of all equipment, software and software licenses
* Receiving in bound calls and recording technical (H/W, S/W) and /or oracle application support calls from end users
* Handling oracle DB user creation & table space management
* Providing L1 support to DB Administrator, like User Creation, Data Base health monitoring daily bases, table space size monitoring etc.,
* Support Microsoft Office products – Outlook, Word, Excel, and Internet Explorer
* Install/configure computer systems, diagnose hardware/software faults & provide technical support
* Applying SCCM patches, Updating the EPO (Antivirus) & application software’s
* Monitor and maintain the computer systems and networks of organization
* CC TV installing, configuring, troubleshooting & maintenance
* Performing task on Domain/Work Group environment using different services like Active Directory, DNS,DHCP, File Server, Print Server etc.,
* Maintaining Inventory for Hardware material on regular basis
* Ability to work independently &in team environment can co-ordinate with internal/external Team
* Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes
* Provide support, including procedural documentation, reports, testing, evaluating new technology
* Assign the Tickets as per require and Closing the Tickets with in SLA
* Resolution and recovery for hardware/software problems. When unable to resolve, escalate to second or third level in accordance with Help Desk escalation processes
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* Installation Win XP, win 7 Adding Client Systems to Domain
* Remote Troubleshooting with the help of Net Meeting for all the remote locations
* Outlook Installing &Configuring, troubleshooting taking backup, Mapping PST
* Hardware installation, testing, cleaning, troubleshooting, repair and maintenance
* Undertake small to medium-sized IT projects as instructed by the IT Manager
* Travelling to client sites to deployment, troubleshooting, Installing & Configuring IT related work
* Antivirus installation to all desktops and laptops
* Making of network cables were necessary
* Responsible for managing backups
* Support to all core banking applications used in CANARA Bank
* Setting up and configuring new laptops and desktops

**Technical Skills:**

Operating Systems : All Windows

Databases : 11g, 10g

DB language : SQL, PL/SQL

Tools : Toad, Hamachi, Putty, X-windows, Humming Bird, WinSCP

Servers : Dell, HP, & IBM server X3100

**Professional Training:**

CCNA(R&S) : Trained

ITIL Foundation

**Academic Qualification:**

B. Tech (Electronics& Communication Engineering) From Jawaharlal Nehru Technological University, Andhra Pradesh, India

Intermediate from Nagarjuna Junior College, Andhra Pradesh, India

S.S.C from ZPH School, Andhra Pradesh, India