**Curriculum Vitae**

**Ansari**

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**Career Objective**

To work as IT Engineer in a heterogeneous network environment with an opportunity to move into a technical lead. Being energetic and ambitious, I strive to excel the productivity and increase profitability of my organization by applying IT to business needs.

**Summary**

* **Strong Academic Background in Computers (Hardware + Networking and Software).**
* **Relevant Hands-On Experience.**
* **Strong Communication Skills.**
* **Excellent Team Work and Problem-Solving Abilities.**

**Technical Competency**

* **More than 7 years of experience in IT sector**.
* **Server Administration:**
* Installing and maintaining Windows Server 2003 R2, 2008 R2
* Managing Active Directory, DNS
* Installing and managing Quick Heal Admin Console , Escan
* Managing & Configuring Group Policy
* Share Folders Permissions , management & troubleshooting
* **Operating Systems:**

Windows XP, Vista, Window7, Window8, Windows 10, Server Operating System Windows 2003,

Windows 2008 R2.

Expertise in managing and maintaining Microsoft Windows based Desktops and Applications. Extensive knowledge of trouble shooting System Hardware and software Installations.

* **Software & Applications:**

Outlook Express, Microsoft Outlook 2000/2003/2007/2010, 2013, Mozilla Thunderbird

Application, Microsoft Office Suites, Tally Etc.

* **Backup Management:**

Perform data backups and recovery operations

* **Network Protocols:** TCP/IP, POP3/IMAP & SMTP.
* **Antivirus Technologies:** Symantec End Point, Quick Heal Admin Console, Escan etc.

**Professional Experience**

**1. Ramada Encore Hotel (Wyndham Hotel Group) Qatar Doha**

**Duration: 01 March 2016 till Date**

**Designation: IT OFFICER**

**Job Responsibilities**

* Responsible for managing the hotel system in an effective and efficient manner in order to meet Hotel objectives. Playing strategic role into establishing and achieving consistently high standards of hardware and software performance.
* Looking after the Hospitality Application Micros, Opera, SunSystem, Paytrax, Material Control software and Scanning Application of Vicas.
* Assist Employee to increase their efficiency and effectiveness in making best use of the IT in their daily applications and guest services.
* Handling Symantec Backup Exec 2014 and perform daily backups for all the application.
* Taking care of Hotel Advertising sand alone screen.
* Investigating, diagnosing and resolve all network and Wi-Fi problems.
* Supporting and maintaining new Hardware and software and Repairing of windows,

formatting and partitions creating.

* Network Printer Installation, Printer Sharing, LAN Setup, and Network Setup and maintain the proper communication through LAN between various departments.

**2. Wockhardt Hospitals Ltd.**

**Duration: 01 October 2014 to 28th Feb 2016**

**Designation: Desktop Support Engineer**

Site Consisting of Windows Server 2008R2, Network Printers With multi use Scanners, Laser printers, Dell Optiplex 3020 Desktop machines, HP and Dell Laptops & around more than 170 Desktop and 20 Laptops.

**Job Responsibilities**

* Looking after the HIS (Hospital Information System) Software.
* Support LANs, WANs, network segments, Internet, and intranet systems.
* Troubleshoot and solve desktop problems reported by users.
* Troubleshooting the various from RDP, VNC, and Tight VNC.
* Maintain system efficiency and Verify that peripherals are working properly.
* Ensure design of system allows all components to work properly together.
* Perform backup and change the passwords and secret codes as per instructions given by senior.
* Trouble shooting and maintenance of Desktop related problems
* Administering & designing LANs, WANs internet/intranet and voice networks.
* Co-ordination with Reuter’s second level support team for back hand issue faced at site.

**3. Umrao Hospitals**

**Duration: April 2014 till October 2014**

**Designation: Desktop Support Engineer**

Site Consisting of Windows Server 2008R2, Network Printers With multi use Scanners, Laser printers, Stand Alone thin client Desktop machines, HP and Dell Laptops & around more than 160 Desktop.

**Job Responsibilities**

* Looking after the HIS (Hospital Information System) Software.
* Taking Daily Backup of HIS, Time Track and Tally.
* Troubleshooting the various issues of P2PS, Source, RDP
* Test computer hardware, networking software and operating system software
* Troubleshooting of Branded CPU’s of DELL with Operating systems, software problems, and Virus infections.
* Troubleshooting all the HP, Canon, All in one Printer and Desk Jet Printers Etc.
* Windows Installation XP and Windows7
* Repairing of windows, Managing email, anti-spam and virus protection
* Mapping the Remote & Network printer
* Installing, supporting and maintaining new Hardware and software
* Assembling / disassembling of thin client.

**4. Creative Info net**

**Duration: January 2012 till March 2014**

**Designation: Desktop Support Engineer.**

**Job Responsibilities**

* Handling the side for the part time of more than 30 Desktop and 2 Windows Server 200R2
* Troubleshooting on site calls and giving support to on site engineers
* Perform Daily backups Tally Erp9 data with Cobian Backup
* Assembling Systems and install user needed software’s.
* Configure Network & Troubleshooting Network problems.
* Maintaining client site details and databases.
* Installation of single and multi-user Tally 9, Tally erp9
* Installation of Windows Server 2003 R2 and Windows Server 2008 R2
* Managing User and Group Permissions.
* Windows Installation XP/Windows7/Windows Vista/ Windows8
* Managing email, anti-spam and virus protection
* Setting up user accounts, permissions and passwords
* Installing, supporting and maintaining new Hardware and software
* Diagnose hardware and software problems, and replace defective components
* Maintenance and Printer Installation, Printer Sharing, LAN Setup, Network Setup

**5. Fortress Financial Services Ltd**

**On Behalf Nextech Info Systems**

**Duration: October 2010 to November 2011**

**Designation: Hardware and Networking Engineer.**

Site Consisting of Windows 2003 Server, Router, and Network Printers with multiuse Scanners, Laser printers, Dot matrix Printers, 30 Laptops & around more than 80 Desktop

**Major Job Responsibilities**

* Administrating and Managing More than 3 servers which includes Internet servers ,
* Data Server & Application Servers.
* Trouble shooting and maintenance of Desktop related problems.
* Performing Scheduled Server maintenance.
* Managing and Monitoring the various Daily, Weekly Backups which includes File Servers, Backup
* Secure the servers using Quick Heal Admin Console Antivirus solutions.
* Maintaining of IP Inventory and Perform data backups and recovery operations
* Managing File Server As well assigning permissions, Installing & maintaining computer Hardware and Software.
* Maintaining Active Directory (Creating , Managing User Profiles)
* Providing Client Support.
* Supporting other location users on technical aspects.
* Overseas the installation of network equipment including establishing the necessary communication links between clients and central computer systems.
* Work as network support, the primary link with users, involving network related problems.
* Managing User ID’s and Network Security.

**6. I Set Solution**

**Duration: June 2009 to September 2010**

**Designation: Computer Service Engineer**

**Job Responsibilities**

* Looking after the RMS (Restaurant Management System) Software.
* Software installation Restaurants Management System (RMS)Software
* Troubleshooting Computer hardware problems, Installation of OS, and other application
* Re-installation of operating system if required.
* Design, configure, and test computer hardware, networking software and operating system.
* Network cable Crimping and Punching for the client.
* Maintaining desktops running Windows XP/windows vista/windows7
* Installation of LAN card, modem, speaker, CD writer, hard disk drive, sound card, Web camera
* Installation of Norton anti-virus.
* Coordination to the applications support to technical users.
* Partitions Creating, Printer Installation, Printer Sharing, LAN Setup,
* Network Setup, finding and fixing network faults troubleshooting etc.

**Qualifications**

**EDUCATIONAL QUALIFICATION:**

* B.com (commerce) Manava Bharti University.
* Higher Secondary Certificate (HSC) (Commerce) Mother Mary Junior College in 2006 from Maharashtra Board.
* Secondary School Certificate (SSC) from Fr. Angel Technical High School

**TECHNICAL QUALIFICATION**

* Diploma in Computer Hardware from St. Angelo’s Computer Education
* Diploma in LAN – WAN from St. Angelo’s Computer Education
* Course done in Office Automation from St. Angelo’s Computer Education

**OTHER WORK EXPERIENCE**

* Worked in Maharashtra Teleservices as Tele caller cum Trainer

**Personal Details**

**Nationality : Indian.**

**Date of Birth : 06th January1987.**

**Religion : Islam**

**Marital status : Married**

Languages known: English, Hindi

**PASSPORT DETAILS**

Date of Issue : 05/02/2016

Date of Expiry : 04/02/2026

Place of Issue : Mumbai- India.

**Reference**

**Available on Request**

**Declaration:**

**I hereby declare that information furnished above is correct and complete to the best of my knowledge.**