Abdul

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***Career Objective:*** To obtain a challenging position in an organization that will allow me to utilize my **Computer skills** to excel in any work assigned. Also which helps me gain new technologies and I make the best use of my knowledge in achieving the long term goals of the organization.

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***CAPABILITIES***

* Meticulous and hard working
* Accurate and close attention to details.
* Displaying initiative and independence and can work on own or as part of a team.
* Flexible approach and ability to meet tight deadlines.

***SUMMARY OF SKILLS***

* Passionate, diligent and focused Engineer with 4+ years of cumulative experience as System Admin/IT Support Engineer in Middle East.
* Technical Knowledge & Proficiency in system& Server Administration, Network Associate, Hardware Maintenance, Juniper & Cyberoam Firewall, Windows (All Versions) & MAC-OS.
* Demonstrated problem analysis/resolution skills, ability to troubleshoot, solve, problems quickly & completely.
* Technical aptitude to learn new network technologies.

***TECHNICAL SKILLS***

* Ample knowledge in Windows XP \ 7 \10\ Server 2012, 2016 and MAC OSX.
* Well understanding of concepts Subnetting, Vlan’s and LAN, Trunk, Voice, SSH, TFTP, ICMP technologies.
* HYPER-V, VMWARE, DHCP, Group Policy and **Firewall** concepts.
* Back-up and restore of all critical resources including Outlook, Microsoft SQL Server and NAS.
* Email office365 Exchange, POP and IMAP.
* Port forwarding, change and block, DDOS and malware protection.

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***PROFESSIONAL EXPERIENCE***

***Bold International IT Support Engineer,***

***DUBAI, UAE. April 2014-Till Date (3 years)***

Bold is a brand that strives to maintain its leadership in producing quality sanitary ware products. Branches in UK, UAE, Saudi Arabia and Qatar.

***Role:***

• Supporting Staff with IT-related problems like System & Network Troubleshoot, ERP Dynamics GP, PMS & TAS, Internet, Biometric Devices, Cisco AP in a responsive and service oriented Manner.

• Offering IT support to remote workers or site/branch offices in UAE, SAUDI and UK.

• Configured Cisco Air AP devices.

• Configured new CISCO IP Phones to UC560, Cisco Catalyst Switch troubleshoot.

• Installed and configured Windows Server 2012 in HP ProLiant G8 Server.

• Troubleshoot Active Directory Domains, HP, Konica network Printers.

• Setup Microsoft Exchange ID’s, Email backup and restore, very good exposure in implementing Microsoft Office 365 Exchange server for Emails.

• Created Active Directory, Hyper-V.

• Implemented and maintaining Cyberoam from attacks like DDOS, Brute Force Attacks and keeping log of data and most visited websites of particular users, blocking access of sites for desired users with cyberoam.

• Scheduled wifi access for staff and guest with secure username and password login.

• Implemented Kaspersky Security center Admin and managed users with net agent for scanning and upgrade.

• Done system cleaning for malwares, popups and adware’s and secured network malware free.

• Setting up connections to Routers, Switches, and Patch Panels.

• Installed and configured Printers. HP LaserJet 400, Konica Minolta bizhub MFP, HP Color LaserJet 200, Epson Invoice printers.

• Working and troubleshooting MS SQL Server for ERP and PMS related Data.

• Shared Folders in Server 2012 & NAS storages with secure authentication login.

• Implemented backup policy and Backup of Emails, ERP SQL data daily Backups.

• Working knowledge of Microsoft Dynamics GP.

• Configured users and troubleshoot for application related issues in Microsoft ERP Dynamics GP.

• Maintained documents of work perform during the day, managed store room and IT Inventory.

***Moin Enterprises IT Technical Support,***

***HYDERABAD, INDIA. MAY 2012-AUG 2013 (1.5 years)***

Moin Enterprises is a Real Estate organization which deals ranging from property management, asset management, **Real Estate** Brokerage services, assistance in buying, selling or renting and investment and development consultancy.

• Support users with IT-related problems in a responsive and service oriented manner.

• Network problems identification and troubleshooting.

• Created User-Level Security, Print Management and Printing Priorities to Users, Blocking Internet to Certain Users, **Sharing Printers**, Files & Folders to Users.

• Troubleshoot **LAN.**

• Monitored **Routers**, CPU utilization and Drive Space.

• Weekly backup of Mail box and user data.

• Setup and configure office Network, **Files and Print sharing**.

• Installation and Configuration of dlink Router.

• Configure and monitor **backup** jobs and ensure high level of completion success rate.

• Assist with the troubleshooting, installation, and implementation of systems.

• Maintain hardware and software maintenance agreements to ensure integrity of

Operations processes.

***ACADEMIC CREDENTIALS***

**Bachelor of Engineering.** In **Computer Science and Information Technology Engineering (CSIT)** From JNTU-H in 2011.

**Intermediate**From Board of Intermediate Education in 2007.

**S.S.C** From Board of Secondary Education in the year 2005.

***TRAININGS UNDERTAKEN***

• Advance Concepts of Microsoft Server 2012 – Zoom Technologies

• CISCO CCNA (V3.0), CNNA VOICE – CBT Nuggets.

• Objective-C, SQL, HTML-5.

***COMPUTER SKILLS***

***Operating Systems* :**Mac OS.X, Windows Family.

***Hardware Skills* :**Assembling, software installation, modem

 Installation, & PC Troubleshooting.

***Software skills :*** Objective-c, SQL, MYSQL, HTML5.

***Application Package* :**MS-Office – Word, Excel, Power point, & Outlook

***Typing Skills* :** 35+ wpm. With 90+ accuracy.

***Declaration:***

I hereby declare that all the information given above is true to the best of my knowledge.