**Mohammed**

**Mohammed.361677@2freemail.com**

Dear Technical Recruiter,

I am grateful for this opportunity to formally introduce myself. I have 5+ years of extensive IT experience in various technical areas. Along with the academic qualification of **Diploma in Electronics & Communication,** I have completed industry relevant course, **Hardware & Networking {A+}, MCSA Server 2012**.

Presently working with reputed Organization – **HCL Infosytems MEA** in Dubai as an **IT Infrastructure Engineer,** Client Location is Sharjah Municipality.

I am confident about my educational skills and experience where in my diligence and technical expertise contribute to the growth of the organization.

Thank you for your attention and consideration.

Sincerely,

 Mohammed

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| **Professional Scan:** | **Work Experiences: 5+ years of IT experience.** |
| **1** | **Organization : HCL Infosytems MEA Dubai****Designation :** IT Infrastructure Engineer **Client Location :** Sharjah Municipality (UAE) |  **May 2015 to Till date**  |
| **2** | **Organization: HCL Infosystems (Bangalore)****Designation:** System Engineer**Client Location:** Mercedes Benz R&D Pvt Ltd Bangalore. | **May 2013 to April 2015** |
| **3** | **Organization: PCS (Patni Computer Systems) Bangalore.****Designation:** Desktop Support Engineer**Client Location:** IBM India PVT LTD ,Bangalore | **July 2012 to April 2013** |
| **4** | **Organization: MIB Computer, Hubli****Designation:** Customer Support Engineer | **June 2011 to July 2012** |
| **Academic :** | * Diploma in Electronics and Communication from BTE Bangalore.
* S.S.L.C from Anglo Urdu Boys High School Hubli (KSEEB).
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| **Professional Trainings:** | * Diploma in Computer Hardware and Networking Training from (Newgen **Computers Hubli**.)
* MCSA From Vebsun Bangalore.
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| **Strengths:** | * Dynamic, self-motivated and quick grasping.
* Adept at adapting to any cultural and business environments.
* Impeccable client management and leadership skills.
* A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members.
* Possessing good management skills and having the ability to work with the minimum of supervision.
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| **Technical Skill Set:** | * **VMware and vSphere:**
* Installation, Configuration and Managing of VMware ESXi 6, vCenter.
* Experience and knowledge setting up VMware products such as VM Workstation, VMware Player.
* **Microsoft Windows Operating Systems:**
* Installation , Configuration Windows 7
* Installation ,Configuration Windows 10
* Installation, Configuration and Managing – Windows Server 2003, 2008
* Installation, Configuration and Managing Active Directory and Group Policy Management.
* Installation, Configuration and Managing DHCP, DNS.

Known Batch scripting ( Can modify script as per day to day activity ) * **Hard Disk Encryption Utilities:**
* Installation and Configuration of PGP Encryption.
* Configuration Bit locker Encryption.
* **Backup Utilities:**
* Windows NT Backup
* Server Backup
* **Antivirus Management:**
* Symantec.
* MacAfee.
* **Email Clients:**
	+ Lotus Notes 8.5.3.
	+ Outlook 2010, 2013 Exchange.
* **Hardware Management:**
* Good knowledge on Configurations of IBM RSA, Dell DRAC and HP ILO.
* Good knowledge on Configurations of RAID’s.
* Configuration / Management using Dell DRAC and HP ILO. Local / Remote OS Installations.
* **Deployment Server:**
	+ WDS OS Deployment Server.
	+ IBM Tivoli Provisioning Manager for OS Deployment.
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| **Career Profile in Detail:** | **1** | **Organization: HCL Infosytems MEA****Client Location:** Sharjah Municipality UAE **Designation:** IT Infrastructure Engineer **Duration:** May 2015 to Till Now |
|  | * Managing and Administering Windows 7 ,Windows 10 Desktops and laptops
* Managing and Administering Windows server 2008 R2, Windows server 2012.
* Handling Level 2 Escalations.
* Installation and configuration of Application and software.
* Troubleshooting of application, software, OS related issue.
* Active Directory Creation, Deletion, Modification (Add or Remove) of User accounts, Groups and OU.
* Print server management and access Restriction
* Creating share folders and managing
* Troubleshooting user logon issues in Active Directory environment.
* Configuration & Troubleshooting of Mail clients MS outlook 2007, 2010, 2013.
* Managing Application Licenses like (AutoCAD, Rivet, Micro station )
* Providing Support to end user for Web base Application related issues.
* Installing & managing MacAfee Antivirus and regularly patches updating
* Installing and troubleshooting of all Project related Software’s
* Troubleshooting of LAN & Wireless Network issues
* Acting as a Backup Team Lead in case of TL s Absence.
* Troubleshooting client application related issues (FileNet Scan, Filet Query, CMS, and IDM (IBM) etc.
* Providing support on printers like HP Printers, barcode printers, card Printer, and scanners.
* Coordinate with vendor for various Hardware related issues
* Good Troubleshooting Skills and Documentation Skills.
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| **Career Profile in Detail:** | **2** | **Organization: HCL Infosytems Pvt ltd** **Client Location:** Mercedes Benz Research and Development Pvt Ltd.**Designation:** System Engineer**Duration:** May 2013 to April 2015* Managing Application-licensing server.
* Assembling of Desktop’s and troubleshooting hardware issues.
* Installation & Configuration of Windows Client OS WIN98/WIN ME/XP/Vista and WIN7.
* Installation & Configuration of Windows Server OS Windows 2000 / 2003 and Windows 2008
* Configuring of Hardware Raid and software Raid.
* Troubleshooting of hardware related Issue and Operating system related issue
* Installation & configured Active Directory Services,
* Creating, Deletion, Modification(Add or Remove) of User accounts, Groups, OU,
* Installation & Configuring of DHCP and DNS Servers and troubleshooting.
* Installation of new hardware devices, scanner and broadband.
* Configuring Network switches, Configuring Tcp/ip and subnet.
* Configuration & troubleshooting of Printers.
* Creating image by using Norton Ghost and restoring on local and remote Desktops
* Installation of various software’s, Application and utilities.
* Installation of Anti-virus software’s and lives updating virus definition.
* Scheduling Backups and Restoring files depending on the requests from NT Backup.
* Installation and Configuring, Troubleshooting MS Outlook.
* Installation and Configuring, Troubleshooting Lotus Notes 8.5.
* Installation and Configuring, VPN Cisco.
* Taking control of user Pc’s through remotely and resolving problems
* Over the network by Using net meeting, VNC, Dame Ware remote tools.
* Over the internet by using Team viewer.
* Installed & configured operating system on various VM ware software in testing
* **Environment: Windows 2008,Windows 2003,Windows 2000,VMware,**
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| **3** | **Organization: PCS (Patni Computer Systems) Bangalore.****Client Location:** IBM India Pvt Ltd.**Designation:** Desktop Engineer**Duration:** July 2012 to April 2013 |
|  | **Roles and Responsibilities:*** Managing Company Standard Applications, Desktop & Laptop Trouble Tickets.
* Installation, Configuration and troubleshooting of Operating Systems Windows XP and Windows2003 server
* Deploying process specific images for Servers and Desktops through IBM Tivoli Provisioning Manager for OS Deployment.
* Installation and updating the windows patches and Antivirus.
* Installing and configuring Active Directory.
* Working in a 24/7 environment with an efficient team to meet the Services Level Agreement with the client.
* User ID creation and configuration in Domain Controller.
* Unlock the domain user’s account & resetting the passwords
* Creation, Deletion, Renaming, Migration and Recertification of User in Lotus Notes.
* Backup of mails, address book and calendar
* Compacting user databases. Migration of users and databases.
* Configuring Mail routing and replication.
* Monitoring and troubleshoot Lotus Notes.
* Installing & configuring Lotus Notes clients, same time connect & Net meeting.
* Installing and Configuring DHCP and DNS.
* Installing and configuring the user accounts in VPN Connectivity (CISCO VPN, AT&T),
* Troubleshooting of desktop related and Network- Internet/intranet connectivity etc.
* Managing File server. Basic Management of Exchange server.
* Installation, Configuration and Troubleshooting of Shared and Network printers.
* Restoring and backing up data Maintain and monitor user access rights on different shares and files.
* Network Printer Configuration and Troubleshooting.
* Attending customer queries for specific problems through phone and remote tools like net meeting,RDC.
* Creation management of Ghost images using Symantec Ghost. Installing operation system through network from the image server.
* Providing technical support for systems and backend support for all client related applications and web related applications.

 Usage of ticket logging tools like Elixir. |
| **Personal Details:** | **Date of Birth :** 09 Dec 1990**Father’s Name :** Mainuddin**Sex :** Male**Languages Known :** English, Hindi, Kannada  |
| **Place: Sharjah UAE Signature:****Date:** |
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