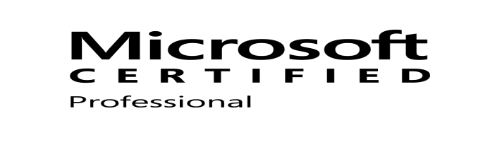
**Mohammed**



[**Mohammed.361677@2freemail.com**](mailto: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). | | |
| **Professional Trainings:** | * Diploma in Computer Hardware and Networking Training from (Newgen **Computers Hubli**.) * MCSA From Vebsun Bangalore. | | |
| **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. | | |
| **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. | | |
| **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. | |
| **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,** | |
| **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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