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| **Muzammil** **muzammil.36673@2freemail.com** |

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**Career Profile**

**IT Service Delivery, Systems Administration**

* 10 years’ experience in Systems Administration, IT Services & Management.
* My core areas of expertise are:
* **Project management and System Network Administration**
* Evaluate client's needs and Client coordination
* Active Directory Design & Implementation
* **Conduct information systems feasibility study and cost analysis**
* Training of end users
* General daily and periodic Systems maintenance
* Provide **enterprise backup procedures for Data protection & recovery**
* Routine testing of equipment and systems which include DELL PowerEdge and HP ProLiant Servers
* **Monitor systems for performance and improvements**
* Research and testing of new products (Microsoft)
* General Network and system management

**EXPERIENCE**

**System Administrator – AlNaboodah Group Enterprises LLC.**

**Dubai, UAE –**  September 2011 – Present

AlNaboodah Group have around 20+ companies under its wings. Major companies include Construction Group, Commercial Group, MEP, Investments, Real Estate, Travels, MAN, etc.

* Technically configure and support IT infrastructure products:
* Active Directory
* Microsoft Exchange 2010 / 2013
* Microsoft Lync 2010 / SfB 2016
* Server Platform (Server 2008 & 2012)
* Solarwinds Server and Application Monitoring (SAM)
* Microsoft System Center
* Office 365
* Microsoft Azure
* Microsoft Certificate servers
* Microsoft SQL servers
* Mobile Device Management (Blackberry Enterprise Server)
* Hyper-V 2008/2012
* Webserver (IIS)
* Microsoft Sharepoint 2010
* Veeam Avalability Suite v9
* Nutanix Hyper-converged
* Research and evaluate new technological advances in the external technology marketplace for the following:
* To assess current practices for compliance with the information systems requirements,
* To anticipate the company’s future information system needs,
* To develop solutions to address current and future information system needs, and
* To create process improvements and controls.
* Work closely with business analyst and colleagues to identify opportunities to utilize information systems to:
* Improve business processes,
* Promote the strategic use of information, and
* Enable seamless access to information.
* Servers (HP Proliant & IBM Blade) & Storage (EMC VNX, IBM DS, DELL PowerVault) Hardware management and maintenance
* Evaluating Server & Storage hardware architectures, functionality and performance
* Coordinate with vendors for server hardware failure
* Track server hardware warranty
* Migrate systems from old legacy system to virtual environment.
* Create new LUN’s, Logical Drives and provision them on Hyper-v Host.
* **System Reporting includes**: Microsoft licensing reporting, AD user & Mailbox reporting, Nodes/Systems reporting, Device uptime/downtime reporting, Infrastructure scalability reporting, Capacity Planning reports etc all reporting essential to business for making core business evaluations and decisions.
* Provide level 3 support on all back-end services, which includes the above IT Infrastructure Products. Assist in the resolution of critical information system problems and complaints.
* Ensure delivery of solutions within the structured timeframe.
* Perform and document system back-up and recovery.

**Special Assignments:**

* New state-of-art Data Center Installation and Deployment, Migration of old Servers & Services/Application to the new Data Center.
* Worked on Project Mission Tahassum which is intended to improve Operational Performance and Risk Management of IT function.
* Migration of Ericsson MD110 PBX to MS Lync 2010. Project was completed successfully with designing, configuration, testing & deployment phases.
* Relocation of Servers & Services. Project involved extensive analysis of each server and relating services, providing recommendations of relocating to cloud services or new data center, designing a mechanism for optimally utilize physical and virtual space with the best ROI.
* Design and deployment of Cyberoam UTM gateway for all internet services.
* Deployment of Aruba Enterprise wireless solution with corporate user integration and guest user access. Implemented with additional user analytics tools to help provide user marketing data.
* Virtualize all physical servers to make complete Virtualized IT Infrastructure.

**Manager Systems, FAST – National University** August 2007 – August 2011

* Responsible for the **planning, direction, and coordination** of the design, installation, connectivity of computer and network systems to ensure the stable operation of the organization’s Network Infrastructure
* Analyzing the information needs of the organization and developing technological solutions to satisfy them
* **Schedule and direct the activities of a team of 10 IT specialists** in resolving end user hardware and software problems
* Responsible to **prepare and propose a budget** to the Director for the various projects for the organization to enhance the network infrastructure or to upgrade the current systems with latest in technology
* Maintaining and implementing state-of-the-art technologies to ensure optimal use of resources. Reviewing, and **publishing technical documentation and troubleshooting procedures** highlighting the implementation.
* Deployed complete fail-safe power system for the state-of-art Server Room as well as WiFi Access Points all over the campus
* Handling and monitoring all the issues regarding RF Broadband with PTCL and other ISPs
* Manage all scheduling of consultants and provide timely access to resources (upgrades, patches, warranty, replacements, etc)

**Senior Systems Administrator, Iventster Inc.** June 2006 – June 2007

Responsible for setting up, configuring, optimizing, securing and maintaining hybrid architecture of 50+ LAMP servers including high availability MySQL clusters. These servers host cutting-edge cyber networking information management websites for US colleges and high school going people. Tasks included resolving technical failures in a timely manner, **automating application monitoring tools, and providing technical expertise for application upgrades.**

**Technical Support Engineer, Server4Sale LLC.** October 2005 – June 2006

**EDUCATION**

**Marketing, Master of Business Administration** May 2007 – May 2010

**Institute of Business Management**, CBM

GPA 3.07/4.0

**Information Technology, Bachelor of Engineering** Sept 2000 – Dec 2004

**Hamdard University**, HIIT

GPA 2.83/4.0

**SKILLS**

* Expert in administrating, installing, identifying and troubleshooting all Operating Systems i.e Windows, Linux & MAC
* Expert in Server migrations which involves data, services & applications.
* Experience in Internet and Network services and servers: domain servers, DNS, Web server, FTP servers, Email servers
* Expert in managing Enterprise Storage of EMC VNX 5400, 5600 & IBM DS Storages & DELL PowerVault
* Advance experience in working with HP Proliant, IBM Blade and DELL Servers
* Experience with VM-Ware, Hyper-V and other Server Virtualization tools
* Advance experience working with Enterprise Backup Solutions (namely Veeam, Symantec, Veritas, Arcserve)
* Experience with MS Lync 2010 for Unified Communications

**TRAININGS & CERTIFICATIONS**

* Nutanix Converged Solutions Foundation Traning
* Veeam Backup & Replication v9.5
* Core Solutions of Microsoft Lync 2013
* Network Performance Monitoring, training conducted by NUST
* Cisco Certified Network Associate (CCNA)
* Linux Advance Server Administration
* Microsoft Certified Professional for Windows Server 2003 (MCPID # 5477319)
* Juniper Networks Certified Internet Associate (Certification ID#: JPR32139)
* Cyberoam Certified Network & Security Professional (CCNSP)
* CISA Training conducted by ISACA – UAE Chapter
* Windows Server 2008 Active Directory, Configuring
* Windows Server 2008 Infrastructure Services, Configuring
* Windows Server 2008 Applications Infrastructure, Configuring

**CONFERENCES**

* Cybersecurity Virtual Conference: Tools and Techniques to Conquer Advanced Threats
* Revolutionize Your Disaster Recovery Strategy
* How to Solve Your Cloud Security Challenges
* APT Threats, Vulnerabilities and Mitigation - UAE Perspective
* Microsoft Insights 2013
* Advanced Tools & Scripting with PowerShell 3.0 Jump Start
* Protecting Users & Data in the Mobile Enterprise
* Enforcing Network Security Policies
* The State of Cyber Security 2013 Virtual Conference

**Personal Details**

DOB: 11-January-1983

Religion: Islam

Status: Married

Nationality: Pakistani

Residence: UAE