

 **Mohammed**

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**Profile Summary:**

* 02 years 7 months of System and Network Engineer in Cisco Technologies.
* Experience in Desktop Support for Microsoft Windows Operating System and Networking Devices.
* Experience in Network Administration such as Routing protocols etc.
* Possess in depth technical knowledge of networking technologies and routing protocols including EIGRP & RIP. Comprehensive understanding of networking fundamentals, IP addressing concept backed by extensive experience in network management.
* Provide Level-1/2 support and troubleshooting to resolve issues.
* Demonstrated problem analysis, resolution skills, ability to troubleshoot, resolve problems quickly & completely. Adept at mapping client’s requirements & troubleshooting for networking related problems.
* Proven technical/ managerial competencies in structuring customized hardware and networking solutions to meet customer’s specific needs. Able to guide and motivate technical and application support teams and capable of meeting deadlines.
* An effective planner and a key decision maker with well-honed skill sets in collaborating with cross-functional teams and deploying technology to build successful solutions.
* Ability to quickly master new concepts, applications, technologies and working environment.
* Experience on databases like Oracle 11g, MS SQL.

**Education Qualification:**

Bachelor of Technology in **“Computer Science Engineering**” (JNTU) India - **2014**

Board of Intermediate Education (BIE) India **- 2010**

Secondary School Certificate (SSC) India- **2008**

**Certification:**

**Cisco Certified Network Associate, CCNA – Jan 2017.**

**Technical Expertise:**

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| System Architecture:  | Using directory services such as Active Directory Services & Microsoft Windows Server 2008, Microsoft Windows Server 2012 and ISA server.  |
| Client Side:  | Windows8, Windows7, Windows XP & basic knowledge of apple MAC |
| Security: | Controlling access to resources. Auditing access to resources, authentication, and encryption. |
| Network Infrastructure: | Network topology, routing, IP addressing, IP telephone, Name resolution like WINS & DNS, Virtual Private Network (VPN), Remote access, Local Area Network (LAN), ISDN, frame relay, managing Cisco Switches & Routers, wireless networking. |
| Desktop Computing Environment: | Centralized management of the user desktop environment, profiles, policies, local system Configuration |
| Hardware devices/ drivers: | Storage devices, I/O devices such as Printers, scanners, server computers, client computer. |
| Reliability / Availability: | Hardware and software components that provide, fault tolerance, load balancing, disaster recovery such as Backup and restoring. |

**Technical Profile:**

* **Networks**

Configuring Network devices like Routers, Switches.

* **Protocol Services**

TCP/IP, DNS, DHCP & IIS.

* **Databases**

MS SQL, Oracle SQL 11g, Oracle PL/SQL 11g.

* **Web Technologies**

HTML 5, CSS

* **Operating Systems**

Windows 8, Windows 8.1, Windows 7, Windows Vista, Windows xp, Windows Server 2012.

* **Applications**
* MS-Office 2007, Eclipse.

**Professional Experience:**

**System and Network Engineer,**

**Glace InfoTech, Hyderabad, Andhra Pradesh, India. June 2014– Jan 2017**

**Responsibilities:**

* Provided first and second line support and managed solutions including servers based, network devices – Cisco switch/router, located across multiple sites.
* Ability to convey technical solutions in a clear and concise manner
* Handled network related problems, network related implementations and network related queries.

 Assisting in analysis of LAN/WANs to determine network performance problems.

* Providing First time resolution to the customer issue based on the network.
* Undertaking analysis, diagnosis and resolution of client problems via phone, email & face to face contact.
* Maintaining Hyper-V Manager and Knowledge about Installing and Configuring Servers 2012.
* Provided technical support for the Microsoft DNS, DHCP, HTTP, WDS etc.
* Setting up new user’s accounts and profiles and dealing with password issues.
* Quickly responding to customer enquiries and concerns.
* Escalating unresolved problems to other support staff
* Raising & maintaining incident tickets and problem records.
* Producing documentation and reports to a high standard.
* Monitoring IT network to ensure availability to all users.
* Basic Troubleshooting regarding Domain related queries.
* Provided computer help desk support via telephone communications with end-user.
* Ensured that clear and comprehensive fault logging diary updates are maintained and maintained a continuous stream of information regarding regular updates to other departments.
* Delivered full technical support to Desktops Computers, Network and Microsoft Operating System.

**Declaration:**

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