* **Sajid**

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**Sales Executive / Desktop Support Engineer**

* **Objective:**

I would like to pursue a challenging career and strive hard to acquire knowledge and achieve higher grounds in the ever growing and innovative field of Networking. My areas of expertise include Network & System Administration, NOC Administration and onsite technical support involving software and hardware.

* **Profile:**

Total eight years of experience (which comprises of 5 years in UAE and 3 years in India) in the field of Information Technology in the area of Network & System Administration on Windows 2003/2000, Windows NT based Networks & modern Internet Technology.

* Installation, Configuration and Administration of Cisco Routers and Switches
* Excellent in maintaining Microsoft Exchange Servers
* Administering, configuring and troubleshooting of Windows 2003/2000/XP, NT 4.0 and Unix
* based O/S like Solaris and Linux
* Excellent in identifying and troubleshooting of minor & critical problems occurring on the Network
* Excellent proficiency and experience in cabling networks using UTP CAT5E and CAT6
* Very well acquainted with various networking tools
* Thorough understanding and experience of TCP/IP based networks
* Communication and team building skills with ability to work independently or in a team
* Excellent technical and supervisory skills involving Installation, maintenance and troubleshooting
* Consulted with businesses and homeowners regarding CCTV security system needs.
* Performed appropriate measurements for installation purposes.
* Installed CCTV systems in Commercial settings including parking lots inside stores and over registers as requested and needed.
* Made recommendations regarding where cameras should be installed according to individual building's construction.
* Performed residential installations of CCTV security systems.
* Tested all installations and setups to make sure they worked.
* Configuring and mapping ONT (Optical Network Terminal i.e. ZHONE, Huawei, Alcatel) and providing the triple play services (Internet, Video, Voice) and PABX lines using IMS
* Migration from legacy (copper) network to GPON network
* Structured cabling of Fiber for Indoor FDH. Maintenance of Fiber Distribution Hub (FDH)
* Survey of Indoor/Outdoor FDH for quality purpose
* Planning and handling ISP and OSP teams as per the requirements
* Operate vehicle in a safely manner and use field automation systems
* Providing Technical Support over the call for Troubleshooting of Computer Systems and Network related issues
* Trained for GPON FTTX Network and ISP/OSP & FDH Uplifting Ability to speak and write clearly and accurately.
* To maintain customer technical data and updating of customer profile using CBCM (Corporate Billing and Customer Management) system
* Structured cabling with UTP (Category 5,5e, cat6 and 7)
* Excellent knowledge of FOS Application
* Cooperate with technical team and share information across the organization
* Comprehend customer requirements and make appropriate recommendations/briefings

**CORE COMPETENCIES**

Network (LAN/WAN/NOC) Administration and Troubleshooting 🞛 Hardware Designing and Implementation

🞛 Project Management 🞛 Workflow Planning 🞛 Productivity Improvement 🞛 Technical Support 🞛 Systems Installation 🞛 Configuration & Upgrading 🞛 Security Solutions 🞛 Database Design & Management 🞛 NOS Patches & Updates

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* **Experience in the UAE:**

**TORONTO INTERNATIONAL, SHARJAH, UAE SINCE OCT 2014**

**Desktop Support & Technical Sales, Reporting To: General Manager**

* Installation, Configuration and Administration of DNS Server and DHCP Server
* Installation, Configuration and Administration of Windows 2003/2000 File and Print Servers
* Installation, Configuration and Administration of Terminal Services and Remote Desktops
* Installation, Configuration and Administration of RRAS and VPN
* Installation, Configuration and Administration of MS Exchange Server 2003/2000
* Administering and auditing Security of Systems and Network Resources
* Managing Data Backups and Restores
* UPS and Printer Management
* Worked on-call to go to homes and businesses for installation needs.
* Worked well with little direct supervision.
* Utilized terrific communication skills to show how system worked once installed.
* Worked with business and homeowners to pick best camera installation locations both interior and exterior.
* Used own tools and truck to complete CCTV installations.
* Provided training on system use once installation completed

**AL TAWAR COMPUTERS, SHARJAH, UAE jan 2011 – Aug 2014**

**Desktop Support Engineer, *Reporting To* : General Manager**

* Manage the networking of organization.
* Scan and remove the viruses from organization's server.
* Maintain the proper communication through LAN between various departments.
* Change the passwords and secret codes as per instructions given by seniors.
* Upgrading and repairing faults on CIS systems, networks & peripheral equipment.
* Investigating, diagnosing and resolve all network problems.
* **Experience in the INDIA:**

**LG ELECTRONICS, LUCKNOW, INDIA MAR 2008 – NOV 2010**

**Hardware & Network Engineer**; ***Reporting To:* General Manager**

* Improved system security through setup and ongoing maintenance of Net Screen-Security Manager.
* Delivered a cohesive solution managing Juniper firewalls and containing all IDP software.
* Researched, recommended and implemented network enhancements that improved system reliability and performance. Revamped Net Backup schedule and upgraded 15 Oracle servers.
* Optimized system availability (averaging 99.9% uptime) and equipped company with scalable systems to support fast business growth.
* Trained employees across multiple departments on network operations including log-in procedures, network management software, permissions, printing issues, security and use of software.

**EDUCATION**

* **Diploma in Mechanical from Aligarh Muslim University, India**
* **Diploma in Computer Hardware Networking from Aligarh Muslim University, India**
* **Mother board & Mobile repairing course from R.P. Comp, Lucknow centre (India.)**
* **All type laptop, Printers, Scanners, LCDs repairing Course from Bytek Computers. (India)**
* **Auto Cad 2007 from Insight Academy, Lucknow (India.)**
* **Tally 9.0 from UT Computers from Lucknow, (India)**
* **MS Office Suite (Project ,Outlook, Word, PowerPoint), Knowledge of Auto Cad**
* **Knowledge of different Account And Store Management Software like PACT, TALLY, & BUSY**

**TECHNICAL SKILLS**

* Operating Systems: Windows9X, Windows2000, Windows ME, Windows XP, Windows Vista, Mac Ios,MS DOS.
* Hardware testing Tools: Multi meter, cable tester, Card tester, soldering, de-soldering.
* Application software- Photoshop, Adobe reader, WinRAR, DVD Convertor, Nero.
* Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express