Intaj

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## **OBJECTIVE**

To be a part of the Organization, impact my skills & abilities to its success and be more competence my knowledge would be more productive.

## **Relevant Experience**

**Present Employer:**

Presently working with **Royal Petro Energy Group of Companies** (Ajman, UAE) as **IT Administrator** from 1st Oct 2015.

**Role & Responsibilities:**

* Perform daily Infrastructure monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
* Administer & update server 2008 R2 as when required.
* Test VOIP quality on daily basis.
* Perform regular security monitoring to identify any possible intrusions
* Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the cloud.
* Create, change, and delete user mail accounts per request.
* Provide support globally for various departments.
* Conduct network troubleshooting to segregate and identify network problems.
* Check Remote sites connectivity & their network health
* Manage, maintain and update network printers.
* Maintain all local software and hardware licensing.
* Install software, maintain & introduce training as needed.
* Manage & maintain Avaya Manager with host phones.
* Manage & administer Router, Firewalls & Repeaters.
* Manage Digital Video Recorder & Time Attendance device
* Coordinate with vendors for new Site Deployment.
* Manage & administer Tally ERP 9 server.
* **Previous Employer**

Worked as **Senior System Engineer** with **Developer Building Contracting LLC**, Sharjah, UAE.

**Role & Responsibilities:**

* Taking Day to day call of support related from company employees.
* Taking care of Network Equipment.
* Doing Cabling work as when needed.
* Maintain Inventory of IT Equipment.
* Coordinate with vendor for IT Related Purchase.

**Previous Employer:**

Worked as **Senior FME Engineer** with **Trimax IT Infrastructure & Services LTD,**

With project of **American Tower Corporation** New Delhi (India) from 19th Oct 2013 to 20thNov 2014.

**Responsibilities**

* Act as first line contact from end-users regarding IT infrastructure issues & queries.
* Receive log & Manage calls from end-users via telephone email & web submission
* Log all calls in the Service Desk ticketing system (BMC Ticketing Tool).
* 1st & 2nd line support – gathering information, troubleshooting & resolving IT related incidents ranging from end-user software (OS, Browser, Office, Anti-Virus, Etc) Hardware (Laptops, Desktop, Printers, Scanner, Mobile Devices, Etc) & Network connectivity.
* Configure Avaya IP phone & manage IP Office.
* Escalate unresolved incidents to the next level infrastructure support teams.
* Undertake small to medium sized IT Projects as instructed by IT Manager.
* Maintain end-user software/hardware asset management & track changes.
* Execute end-user Account management globally & service request (provisioning & De-provisioning IT services, Phone setup, Laptop/Desktop deployment, Reset Password, Create Group, Etc)
* Provide basic training to end-user on basic software (eg. MS outlook, MS communicator, MS Live Meeting, Avaya Phone etc)
* Publish support documentation to assist end-user with request for information & provide end-user basic training if required.
* Making of Cat Cabling as when required.
* Creating purchase requisition for IT Hardware & Software.

**Previous Employer:**

Worked as **Customer Support Engineer** with **C I Infotech Pvt. Ltd** with project of **Motherson Sumi Systems Ltd**, New Delhi (India) from 18th June 2011 to 19 Oct 2013.

**Responsibilities**

* Implementing and Maintaining Domain Controller, User Policies.
* Creating User’s and provides suitable rights & polices.
* Provide first line help and support to users also managing tickets and Inventories
* Manage related projects that involve technical knowledge (Systems, Networks, Infrastructure & Domain.).
* Troubleshooting of Computer H/W, S/W. (HP, Lenovo, Acer, Toshiba, Sony, HCL & DELL any model.
* Installation of Operating System (Windows 8, Windows 7, Windows Vista,Win-XP Professional, Windows-2000 Professional and Win-98, Win Nt 4.0, Win Server 2003 & 2008) Software & Printers
* Configuration & troubleshooting of MS Outlook 2k3, 2k7,2010 & Outlook Express mails.
* Managing Wi-Fi network solutions.
* Smart phone support
* Providing solutions for smooth barcode printing and maintaining smooth production from C & C machines (Shinmaywa, Komax, Magomat & Jam).
* Installation and troubleshooting of DWR, used for measuring quality standards from production machines which uses devices like Micrometer, Controllers, Scanners and Push pull.
* Installation and troubleshooting of MacAfee 8.7i on both client and server side

**Previous Experiences**

* Worked as a **Desktop Support Engineer** with **S.B Consultants** (Branch Office of Guiness Securities Ltd.) Prembazar, Hijli Kharagpur. West Bengal from March 2006 – july 2009.

**Responsibilities**

* Hardware Troubleshooting (Computer/Laptop/printer).
* Installation of Hardware’s (Computer/Printers) & Maintenance.
* Installation Windows Xp/2000/98 client.
* Implementation of mail account and Importing mail of [outlook express, M S Outlook 2000 & 2003]

**PROFESSIONAL QUALIFICATION**

* Diploma in Computer Application from Kharagpur, West Bengal in 2005
* Diploma in Desktop Publishing from Kharagpur, West Bengal in 2009
* Diploma in Computer Hardware and Networking (JCHNP – Jet king Certified Hardware and Networking professional) from Jet king New Delhi in 2010
* Microsoft Certified Technology Specialist. (Certificate No# C402-2439) in 2010
* Microsoft Certified Professional. (Certificate No # F155-9912) in 2012

**EDUCATIONAL QUALIFICATION**

* Matric from West Bengal Board in 2001
* Intermediate from West Board in 2003
* Graduation from IGNOU in 2010

**STRENGTHS**

Dedicated working, Progressive and adaptable attitude, keen to learn new technology

**LANGUAGES**

English, Hindi, Bengali (speak only)

## **PERSONAL DETAILS**

Date of Birth : 7th Feb 1985

Marital Status : Married

Religion : Islam

Sex : Male

**DECLARATION**

I, here by, declare that all the information furnished here are true to the best of my knowledge.