SHAIK

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CAREER OBJECTIVE

(Professional System Administrator with 4 years 2 months of experience in System Administration.)

 Seeking a position in the organization that provides ample opportunity to explore and excel in the field of IT Department while carving out the niche for Personal, Professional as well as Organizational goals.

WORK EXPERIENCE

BUY MY SHOPE INDIA PRIVATE LIMITED April 2015 – August 2017

Senior System Administrator, Bangalore, India

 Handled on single hand complete IT Infrastructure and IT Asset Management of the organization as solo person

 Hands-on experience on Asterisk IP PBX Dialer Server, Local Synchronized CRM Server, VICI Dialer

 Hands-on experience on FortiGate firewall products like 60C, 80CM and 200B

 Good knowledge at installation, configuration, administration of OSticket ticketing tool and Nagios Core monitoring tool

 Appreciated by organization for the implementations of Wireless intercom Intra-network, DNS server, Webmail server

 Good knowledge on installation, configuration of Zentyal Server services like DNS, Active Directory and etc.

 Provided Windows desktop support on Windows 7&10; Join or remove clients from Zentyal Domain

 Provided Ubuntu desktop support on Ubuntu 14.04 LTS, Ubuntu 16.04 LTS and Linux Mint 17

 Installation and management of softphone software like Zoiper and X-lite for SIP accounts management

 Worked on virtualization technologies such are Virtual Box and VMware

 Used SSH Terminal and Team Viewer access to troubleshoot and manage remote office problems

 Used Samba Server to share network shares for authentication users using Linux server to Windows users and Linux users

 Hands-on experience and Well-known of full OS image backup and restore using TeraByte software

 Managed Cron job schedules on servers like Asterisk and CRM server

 Learned Shell Scripting during Asterisk and CRM server installation, configuration, troubleshoot

 Well-versed with Desktop Computer, Laptops, Server hardware to assemble, disassemble, install and troubleshoot

 CCTV Surveillance monitor, control and management; Handled CCTV DVRs like CP-Plus and Adhua

 Network printer management and troubleshoot

 Well-known of network cable patching, network cable color code and telephone wire crimping

 Co-ordinated with IT team members on weekly basis meet regarding issues and solutions from all branches

 Daily wise work activity document reported to higher authority for future reference

EL CAMINO SOFTWRE PRIVATE LIMITED June 2014 – April 2015

Junior System Administrator, Bangalore, India

 Handled few roles and features of Windows 2008 R2 server like ADS, FSRM, File Sharing, GPO and etc.

 Handled and given support to Ubuntu 12.04 LTS desktop administration

 Handled and given support to Windows 7 desktop administration

 Well-versed to hardware assemble, disassemble, installation and troubleshoot

 Printer management and troubleshoot

 Install and remove plugins of VR, Tumblr, Zoosk, Zendesk, AYI, Grindr project plugins on Chrome and Firefox browsers

 CCTV surveillance monitor and control; Daily duty to check day before recorded video for irrespectively all users work

 Daily work checklist to be done by the end of shift

 IT asset management of Laptops, Desktop Computers, Mouse, Keyboard, Spare parts of Computers and etc.

 Handled whole organization as a sole resource throughout a rotational shift

CHIP SOLUTIONS June 2013 – May 2014

Field Engineer, Kadiri, India

 Install, troubleshoot, support to Windows XP and Windows 7 operating system

 Installation, uninstallation, update, troubleshoot of System software, Utility software, application software

 Assemble, disassemble, troubleshoot hardware like Desktop computer and Laptops

 Support provided to client and customers on remote locations

INVOLVEMENT OF PROJECTS

I. Project Name :- FortiGate Firewall Setup and Administration April 2015 – August 2017

Place : - Buy My Shope India Private Limited Bangalore, India

Technologies : - Firewall, Router, DHCP server and IPsec VPN

Description : - The previous organization is using a FortiGate hardware product for network security which controls all incoming and outgoing network traffic, routing, policies, DHCP and VPN access based on a set of rules.

Responsibilities :-

 Involved at the time of firewall installation, configuration, backup, restore, troubleshoot

 Firewall network interfaces configuration

 DHCP server setup; DNS server IP assignment from DHCP

 User management; allow admin access depend on read-only or read-write permission as per user to firewall

 Create, delete, allow, deny, edit policies for static routes, policy routes, incoming and outgoing traffic

 Create, delete, edit addresses, group addresses by URL names and IPs

 Create, delete, edit Virtual IPs to map from LAN IP to WAN IP

 Create, delete, edit, monitor IPsec VPN connections and VPN users access, VPN groups access using IPsec

 Modify in VPN SSL config and portal for IPsec VPN users to access web portal

II. Project Name : - astTECS IP PBX Call Center Server Suite (www.asttecs.com) April 2015 – August 2017

Place : - Buy My Shope India Private Limited Bangalore, India

Technologies : - Asterisk Server, VICI Dial and CentOS 6

Description : - The previous organization is a call center based on Telemarketing industry which sales some beauty products, sexual products, home products and so on. It’s just like an on-line shopping organization. The astTECS server is responsible to handling, holding and hanging the calls between staff executive and customer.

Responsibilities :-

 Involved at the time of Asterisk IP PBX server installation, configuration

 Create, delete, modify of SIP accounts and dial context plans will take care by astTECS team.

 Regular checks of PRI lines status, DAHDI channels status, peers using Asterisk server console

 Usually regular work of register, unregister, reregister of SIP accounts in user systems

III. Project Name : - Local Synchronize CRM server (www.kgisl.com) April 2015 – August 2017

Place : - Buy My Shope India Private Limited Bangalore, India

Technologies : - CentOS 6, Apache Web Server, MySQL, Ruby and PHP

Description : - It’s just like an on-line shopping organization. The organization need to maintain data worksheet of each and every customer details when handling, holding and hanging the calls between staff executive and customer into the database of local synchronized CRM server to remote KGISL CRM server.

Responsibilities :-

 Whenever any action take installation, configuration, troubleshoot of local synchronize CRM server will be part of it

 Need to report to KGISL IAS team about any error come; IP range allowance; and etc.

 Provided root privileges of local synchronized CRM server to handle in an emergency condition by their directions on the phone when something goes wrong to the server

 Actions take as per demand of situation on CRM server configuration and management

IMPLEMENTED PROJECTS

I. Project Name : - Nagios Core Monitoring Tool April 2016 – August 2017

Place : - Buy My Shope India Private Limited Bangalore, India

Technologies : - CentOS 7, LAMP Stack, Nagios Core Packages

Description : - The previous organization is containing almost seventeen servers, four firewalls and so on. To monitor these all things manually very hard, because of that by intentionally introduced Nagios monitoring system. On the Nagios server, created almost all servers configuration files using samples of PING, HTTP, SMTP, SSH, IMAP check plugins to get automate generated information on web console of Nagios Core.

Responsibilities :-

 Installation, configuration, monitor, administration of Nagios Core by self.

 Including new server configuration files into Nagios Core server

 Continuous eye-watch on included server configuration files to monitor using Nagios web console

 Looking forward to solve the alerts and errors, if generated any on Nagios web console

II. Project Name : - OSticket Ticketing Tool April 2016 – August 2017

Place : - Buy My Shope India Private Limited Bangalore, India

Technologies : - CentOS 7, LAMP Stack, OSticket Packages

Description : - In the previous organization no such type of systematic way to solve technical problems in departments like sales, delivery, confirmation, accounts, IT and so on. When problem comes, they look to raise a ticket. Then the ticket will be assigning to related department non others. The tickets will be divided with related department wise and team wise. The ticket will get resolve by related department, team, and person.

Responsibilities :-

 Create, delete, modify of users, staff members, administrators to access OSticket web console

 Create, delete, modify of forms, pages and help topics

 Merging staff members into teams and departments such as sales, accounts, confirmation and etc.

 Attaching email IDs of users and agents to get alerts of activities from OSticket

 Backup and restore of users list and ticket list, and manipulating tool as per organization standard and need

III. Project Name : - Zentyal Server April 2016 – August 2017

Place : - Buy My Shope India Private Limited Bangalore, India

Technologies : - Ubuntu 14.04 LTS and Zentyal 4.0 ISO

Description : - The Zentyal server is similar to Windows Server. The Zentyal server provides central authentication and authorization access to Windows and Linux clients.

Responsibilities :-

 Joining Windows and Linux client machines into Zentyal Domain

 Restricting Windows objects access by GPO policies to Windows users using Zentyal server

 Configured many services using Zentyal server and many more

EDUCATION

Degree Branch College University Location Year %

Bachelors of Engineering IT MJCET Osmania University Hyderabad 2010 - 2013 71.8

Diploma Computer Science GIPDC&T Sri Venkateshwara University Tirupati 2007 - 2010 74.9

SSC 10th Standard MPL High school SSC Board Kadiri 2002 - 2007 72.8

TECHNICAL SKILLS

 Windows Desktop Support and Linux Desktop Support (4 years 2 months)

 Hardware Management (4 years 2 months)

 Network Management (4 years 2 months)

 CCTV Monitor and Management (3 years 3 months)

 Linux Server Administration (2 years 4 months)

 Asterisk Server and VICI Dial (2 years 4 months)

 Synchronize CRM Server (2 years 4 months)

 FortiGate Firewall Administration (2 years 4 months)

 Shell Scripting (2 years 4 months)

 Nagios Core Tool Administration (1 year 4 months)

 OSticket Tool Administration (1 year 4 months)

 Windows Server Administration (11 months)

 Zentyal Server Administration (6 months)

 DevOps Engineer (Got trained)

 AWS Basics (Got trained)

PERSONAL DETAILS

Date of Birth : 15th April 1992

Marital Status : Single

Gender : Male

Nationality : Indian

Religion : Islam

Driving License : Indian

Languages : English, Telugu, Hindi

INTERESTS & OTHER SKILLS

Interests : Willing to learn new Technologies, Hanging out with friends

Strengths : Self-motivated, Dedication for committed work, Positive Attitude

Hobbies : Listening to Music, Playing Video Games

VISA DETAILS

Visa Status : Visit Visa

Start Date : 19th Oct 2017

Expiry Date : 15th Jan 2018