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**Raquib**

Mobile: +971504753686 / +919979971283

E-mail: [raquib.376353@2freemail.com](mailto:raquib.376353@2freemail.com)

Dubai, United Arab Emirates.

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| **Career Objective** |
| Seeking challenging assignments that would facilitate the maximum utilization of my broad skills and expertise in making a positive difference to the organization. Qualified and competent professional with knowledge of IT Systems, Installation & Configuration. Possess excellent communication and interpersonal skills. Career record of achieving set goals within parameters of cost, quality, time and effective resource utilisation. |

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| **Education Qualifications** |

* **B-Tech in IT (Electronics and Communication Engineering) J.N.T.U Hyderabad, India - 2015**
* **Intermediate (Sri Narayana Jr College), Hyderabad - 2011**
* **S.S.C (Little Scholars) – 2009**

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| **Projects:** |
| **1.Automatic change over switch:**  This circuit is based on the principle of bistable mode operation of 555 Timer. Where in case of power supply LED’s are driven by AC-DC power supply & In case of power down they are driven by a battery.  **2.Home Automation Using Android & GSM:**  Electrical devices are controlled using Android application using blutooth. Also GSM is used to automate them from the larger distance.  **3.Network Gaming (Performance & Traffic Modelling):**  Controlling traffic on the network from remote players and managing the performance by managing either voice traffic or data traffic. |

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| **Other Technical Details** |

* Networking fundamentals mainly TCP/IP, understanding of routing and switching protocols and Wireless technologies
* Installation of operating systems, network systems & user policies
* Manage existing network LAN & WAN and keeping internal network/internet running
* Undertaking routine preventative measures and implementing, maintaining and monitoring network security, particularly if the network connects to the internet
* Set up, maintain and remove user network accounts where appropriate
* Set up and maintain user e-mail accounts and email client software (mainly MS Outlook)
* Managing & Installation of Anti-spam and virus protection
* Maintain computer peripheral equipment
* Provide troubleshooting resolution and updating/upgrading of hardware
* Assist with and provide support/troubleshooting for server hardware
* Liaise with external suppliers for the repair of equipment under warranty or maintenance contract
* Data Backup of servers and other important PCs (network drive backup and cloud backup) & ensure daily backup
* Windows Server 2003, 2008 R2, SQL Server 2008,2012 Microsoft SharePoint.
* Attended Seminars From APC, McAfee on Disaster Recovery and Cloud Computing.
* **ITIL** Fundamentals Foundation Certificate and Training(Service Management)
* **ITIL** Foundation Bridge Course ITSM(ISO/IEC 20000)

**Attended Certification Courses**

* **CCNA**
* **MCSA**
* **ITIL FOUNDATION**

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| **AREAS OF EXPERTISE** | | | |
| System Analyst | IT Infrastructure | Maintenance | Project Documentation |

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| **Experience through the career** | | | |
| Company | Designation | Duration |
| Petrocon Engineers and Consultants | Desktop Support | May 2016- June 2017 |
| Tech m.p.c | Hardware and Installations | July 2015 – June 2017 |

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| ***JOB ROLE/DESCRIPTION* :**   * Support the infrastructure transformation process and the journey towards service management. * Installing, Configuring and Hardening of Windows 2012 R2 / 2012 R2 Servers. * Installing, Configuring and Managing AD / DHCP / DNS Services. * Installed and Configured DHCP Client/Server. * Install and maintain anti-virus software * Back-up and restore of all critical resources including router & switches IOS, Outlook, DHCP, DNS. * Manages Windows network (users, computers, printers, etc) with Active Directory * Troubleshoot Outlook and Configured VPN and win 7 & win 8. * Expert knowledge of hardware and software systems maintenance * Providing technical and remote support and Installation for Servers, Routers and Switches at Key Business Group of Investment and its corporate offices. * Installation and Troubleshooting Wireless routers and anti-virus, software. * Expertise in different switching techniques of VLANs. * Configuration and Administration of LAN/WAN/Wireless Network solutions. * Fully aware with Microsoft OS, Active directory & domain architecture & its group policies * Experience in DNS, DHCP, Domain & Group Polices for OS Security * Installing and configuring computer hardware, operating systems and applications. * Troubleshoot and resolve IT issues by providing both on-site and remote support. * Troubleshooting system and network problems and diagnosing and solving hardware/software faults, Replacing parts as required. * Providing support, including procedural documentation and relevant reports. * Setting up new users' accounts and profiles and dealing with password issues. * Execute change management activities, complete configuration, installation and support of equipment in a Microsoft Windows. * Support for all types of printers (Network, Stand alone, Sharing etc.) * Supporting for all software needs for Petrocon Employees. * Plan, coordinate, and implement network security measures in order to protect data, software, and hardware. Perform data backups and disaster recovery operations * Configuration of wired and wireless Support devices. * Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes. * Install new / rebuild existing PC’S and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. |

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| **Personal Information** | |
| Name | Raquib |
| Mobile | +971504753686 / +919979971283 |
| Email | [Raquib.376353@2freemail.com](mailto:Raquib.376353@2freemail.com) |
| Nationality | Indian |
| Marital Status | Single |
| Languages Known | English, Urdu, Hindi and Telugu |