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**Raquib**

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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  |
| Nationality  | Indian |
| Marital Status | Single |
| Languages Known | English, Urdu, Hindi and Telugu |