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| **Shahab**  Dubai, UAE  **Cell: C/o 971502360357**  E mail: [shahab.377712@2freemail.com](mailto:shahab.377712@2freemail.com) | **SHAHAB** |

**SUMMARY**

* Over two years experience in IT field.
* Comprehensive knowledge of Microsoft Windows configuration, Active Directory and Windows Services Configuration.
* A confident and reliable IT Professional with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.
* Now looking to further an already successful career by working for an ambitious and expanding company.

**WORK EXPERIENCE**

**NetHome System Institute and IT Solution**

* Worked as a System Administrator in an IT Training and Solution Company based in Pakistan from September 2015 to 2017 December.
* Install & upgrade PC hardware, software, and peripheral components as required.
* Perform troubleshooting to isolate and diagnose common PC problems.
* Provide users with desktop hardware and software technical support.
* Respond to the needs and questions of users concerning their use of desktop software and hardware.
* Evaluate software and hardware to be deployed in desktop environment.
* Provide basic instruction to end users on desktop software when necessary.
* Evaluating, testing, and implementing new devices and technology in a company.
* Effectively handling a number of situations and problems that require IT support, all at the same time
* Arranging new user accounts, password, email inboxes, and other services needed by new employees in a company
* Helping users understand and get accustomed to working with new software or technology.
* Evaluating whether the problem requires resolution, repairs, or replacement.
* Keeping server systems functioning smoothly.

**SKILLS**

* I have very good configuration, troubleshooting and verification Windows server deployment.
* Managing User accounts using Active Directory.
* Hardware installations
* Software installation
* Virtualization (ESXI server)
* Capable to work on MS Office 2003/2007/2010/2013
* Operating Systems and Application Softwares installation
* Server 2003/2008/2012/2016 (R1/R2).

**QUALIFICATION**

* BS Information Technology 4 years
* One year Diploma in IT

**MICROSOFT CERTIFICATION**

* Microsoft Certified Solutions Associate (MCSA)
* Microsoft Office 2013

**PERSONAL INFORMATION**

* Date of Birth: 3rd February 1993.
* Nationality: Pakistani
* Languages: English, Urdu, Pashto
* Currently on visit visa.

**REFERENCES**

**Will be provided upon request.**