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**SHANIH**

**Dubai – UAE**

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**CAREER OBJECTIVE**

Looking forward for challenging and significant career, to work in professional environment where the education, experience and technical skills can be fully utilized.

**PROFESSIONAL EXPERIENCE**

* **System Administrator/NOC Engineer** at Emitac Enterprise Solutions (EES) – DMC, Dubai UAE from May 2016 to present.
* **Senior IT Support Engineer** at Mideast Data Systems (MDS) – Abu Dhabi, UAE from January 2015 to April 2016 in ADNOC – Fertil Project.
* **Customer Support Engineer** at Qatar Computer Services (QCS) - Doha, Qatar from April 2012 to January 2014, Projects: - Texas A&M University Qatar (TAMUQ), Qatar National Bank (QNB).
* **Technical Support Engineer** at Ali bin Ali Technology Solutions (ABATS) - Doha, Qatar from February 2011 to March 2012, Projects: - Qtel, Qatar Steel.
* **Desktop Support Engineer** at Instant Tracking Solutions and Engineering- Al Khobar, Saudi Arabia from December 2007 to December 2009.

**DUTIES & RESPONSIBILITIES:**

* Monitor the Ticketing portal/Issue Tracking System (ITS) and resolving issues, all the tickets are SLA based.
* Work with Manage Engine IT360, Autotask, BMC Footprints, BMC Remedy.
* Troubleshoot and resolve systems and other IT related issues when contacted by clients/users by providing both on-site and remote support.
* Installation, Configuration and Administration of Microsoft Windows 2008, 2012 and 2016 Servers.
* Manage administration and configuration of Active Directory, Microsoft Exchange, DNS, DHCP, IIS.
* Perform System Administration related responsibilities, managing Active Directory OUs, User accounts, Group Policies on Active Directory.
* Manage and create User accounts, User Mailbox, Shared mailbox, Distribution List, Folder permissions, Access rights, and storage allocations in accordance with best-practices.
* Performed migration of Active Directory, FSMO roles during AD Domain Controllers upgrade.
* Troubleshoot Hardware issues/Spare part replacement for HPE ProLiant BL460c Gen8, Gen9, Gen 10 and HPE ProLiant DL Rack Servers.
* Work in the planning, design, documentation, implementation, support of various systems includes Servers, PCs, network equipment’s, software applications, Access Controls, Printers, Scanners and other peripheral network devices.
* Installs and tests computers and related network hardware in a LAN/WAN environment.
* Configure, troubleshoot MS Outlook, MS Exchange & Office 365.
* Recommend, schedule, and perform software and hardware upgrades, patches and reconfigurations.
* Install, configure and update antivirus like Checkpoint Endpoint Security, McAfee, Trend Micro and Symantec Corporate Editions.
* Experience on VMware ESXi and Hyper-V virtualizations.
* Experience on System state backup using Windows Server Backup and Backup Exec.
* Experience on NAS and SAN storages.
* Configure and Provision Asterisk PBX desk phones.
* Experienced and knowledgeable in migration of On-Prem applications to the cloud.
* Pursuing Cloud Computing Platforms Microsoft Azure and AWS.

**NOC Duties & Responsibilities**

* Monitor & Manage both internal and external customer’s Systems Health, Network availability and Performance management through SolarWinds Network Performance Monitor (NPM).
* Provide Technical Support/Troubleshoot by remotely or Physically for both internal Group IT calls and external customers support calls.
* Check the Alerts from NPM and report to the Service Delivery Team.
* Track and Record all the cases and health of systems via ticketing system.
* Escalate the issues to the management, IT resources or third-party vendors as per the complexity.
* Manage customer cases and logging the case as per the AMC contract and T&M call.
* Manage & Accept HPE subcase and close the subcase from HPE GCSN.
* Manage the Preventive Maintenance/PM Activity for AMC customers.
* Order the parts from HPE GCSN through SBD & NBD/NCD process.
* Claim HPE Defectives and send back the defectives to HPE Main Hub.
* Coordinate with Vendors for ordering HPE Server parts to replenish the stock inventory for AMC customers.
* Maintain the sheet and handling the Stock Inventory for IT Assets and Server parts.

**PROFESSIONAL QUALIFICATION**

* Bachelor of Engineering in Computer Science & Engineering- Under Graduation- 4 year’s course from Anna University in 2007, Coimbatore, India.
* Post Graduate Diploma in Computer Applications**-** Post Graduation Diploma- 1 year course from All India Technical Education Society in 2010, Kerala, India.

**TECHNICAL QUALIFICATION**

* Microsoft Certified Solutions Expert (MCSE).
* Cisco Certified Network Associate (CCNA).
* Cisco Certified Network Professional (CCNP).
* Pursuing Cloud Computing Platforms Microsoft Azure and AWS.
* Dell Certified Systems Expert **(**DCSE**)** - Certification in Foundations 2010 Portables and Certification in Foundation 2010 Desktops.
* Lenovo IBM Hardware Support for Laptops and Desktops.

 **TECHNICAL SKILLS**

* OS Platforms: - Windows XP, Windows Vista, Windows 7, Windows 8 & 8.1, Windows 10, Windows Server 2008/2012/2016, VMware, vSphere Hypervisor (ESXi), Hyper-V, Microsoft Azure.
* Hardware: - HPE ProLiant BL460c Gen8, Gen9, Gen 10 and HPE ProLiant DL Rack Servers, Provision Asterisk PBX desk phones, HP, Lenovo and Dell hardware support for Laptops and Desktops.
* Networking: - IP Addressing, Subnetting & CIDR, Ethernet, TCP/IP Protocol suite, Active Directory, Microsoft Exchange, DNS, DHCP, IIS, LAN, WAN.
* Routing: - Static, Dynamic, Default Routing, BGP, RIPv1 & RIPv2, OSPF, IGRP, EIGRP, Access list (Standard/Extended/Named).
* Switching: - VLANS, Trunking, VTP, VTP Pruning, STP, RSTP, PVST, MSTP, Port Fast, Ether Channels, VRRP, HSRP, GLBP, Layer 2 & Layer 3, Authentication and Security.
* WAN Technologies: - Frame Relay, PPP, NAT/PAT, ISDN, VPN, IPSec, MPLS.
* Networking Tools: - Packet Tracer, GNS 3.
* Other: - Troubleshooting IOS and Android devices, Jail Breaking and Unlocking IPhone devices, Troubleshooting and configuring BlackBerry devices, Installing and configuring RFID tracking products.

**PERSONAL DETAILS**

Nationality: Indian

Date of birth: 30/06/1982

Visa status: Work Visa

**LANGUAGE CAPABILITIES**

To Speak: English, Arabic, Hindi.

To Read & Write: English, Arabic, Hindi.

**DRIVING LICENSE**

Hold valid UAE, Qatar & KSA license.

**DECLARATION**

I hereby declare that the above information is true to the best of my knowledge and belief.