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IT INFRSTRUCTURE/ TECH SUPPORTEmail Id: nazeerhasansk@gmail.com


# Profile

* IT professional with more than 5 years of experience as IT Infrastructure/Tech Support, Network Administrator.
* Hands on experience in working with Microsoft Client Operating Systems (Windows XP, Vista & 7) and Server platforms (Windows2003 -2012).
* Solid understanding of LAN/WAN topology, extensive knowledge in designing and configuring DNS, DHCP, SNMP and DHCP Replay Agent, Router and Remote access services dial-in and VPN connection, TCP/IP, IP Subnet, VLAN, WIN, IP and Terminal Server.
* Configured and performed backups of Mail exchanger Server.
* Created and managed Mailboxes, Distribution Lists, and Public Folders.
* Performed disaster recovery and maintained databases using Exchange utilities.
* Managed Exchange client configuration using Microsoft Office Outlook 2003 & 2007.
* Provided support and maintenance of Microsoft Office Outlook Web Access and Microsoft Office Outlook E-mail, Calendaring & Scheduling.
* Well versed with performing routine audits of systems and software utilizing various Networks auditing software’s.
* Design, install, configure VMware ESX (4.0), ESXi, and vSphere 4 environments with VirtualCenter management.
* Installation of various types of MODEMS for Leased Lines and ISDN.
* Expertise with Windows 2003/2008 Active Directory Service, Dynamic DNS, Dynamic volumes, Dynamic storage, Backups, Group Policy Implementation, security policies and maintenance.
* Knowledge of LAN, Switches, Firewalls, Ethernets, Knowledge of Server Hardware, CISCO Switches -, 3750, 4006, 6506, 6509, 6513 series, CISCO Routers - 2621, 2821 a 3725, 7206 series.
* Expertise with Windows 2003/2008 Active Directory Service, Dynamic DNS, Dynamic volumes, Dynamic storage, Backups, Group Policy Implementation, security policies and maintenance.
* Considerable hands-on experience with Server/PC hardware integration, Network monitoring, troubleshooting, Switches, Routers, Firewalls and VPN.
* Re-organize the entire Active Directory groups. Create a new directory structure in Windows AD environment and migrate applications with new structure.
* Responsibilities included to analysis to current group and directory structure, create the new group and directory structure with new naming convention.
* Expertise in Cable management and Racking, installation of Cat Cables.
* Hands on experience with Wired and Wireless networking, PC and server virtualization
* Outstanding communication, presentation and problem solving skills.

# TTECHNICAL SKILLS:

**Operating Systems:**
x64/x86 Microsoft Windows 2008r2/2003r2 , Microsoft Windows 7/8/8.1/10 **Office & Support Tools**:
MS Office 2000/ 2003/ 2007,2010 ,2013

**Backup Tools**
Windows backup, Verities Net backup, Norton Ghost

**Remote Administration:**
Remote Desktop Connection ,ILO, Microsoft Terminal Services, VNC, Telnet and Team Viewer.
**Network & Security**
TCP/IP, DNS, WINS,NFS, NIS, DHCP, Firewall, Norton Antivirus Corporate edition, McAfee, Kaspersky, Microsoft Security Essential.

CISCO (2621, 2821 and 3725, 7206 series), CISCO Switches (3750, 4006, 6506, 6513 series).

MODEMS ASM 20, ASM 31, HTU-E1, Tellabs 8110, ASM-i52, RAD.
WAN TECHNOLOGIES – Leased line, ISDN, CARRIER ETHERNET
**Mail Server**
MS Exchange 2003, 2007,2010 MS Outlook 2007/2010.

# Education

**Bachelor of Information Technology**

Jawaharlal Nehru Technological University, INDIA, 2009

# Professional Experience

### MACC.ORG LTD, SAUDI ARABIA.

###  IT Infrastructure/ Tech Support Feb 2012 ­­– Till Now

**Project Details:**

* Princess Nora Bint AbdulRehman University.
	+ King Abdul University of Science & Tech (kaust).
	+ Prince Mohammad bin Abdul Aziz International Airport.

**Responsibilities:**

* Responsible for configuring and installing Cisco switches and routers.
* Analyzing monitoring system reports and respond to network discrepancies and errors.
* Responsible for designing, supporting, installation and maintenance of Cisco Nexus data center environment, local area networks (LAN), wireless networks (WLAN).
* Documenting changes of network equipment, static IP addressing, and cabling
infrastructure.
* Installation, Configuration and Administration of Windows Servers 2000/2003, Active Directory, FTP, DNS, DHCP, TFTP, Linux OS under various LAN and WAN environments.
* Configuring network access servers and routers for standard security
* MS outlook Configuration, Outlook backup
* Schedule and manage backups of al l Company files and email through the use of Symantec Backup
* Administration of Cisco 11.x and 12.1 versions.
* Monitoring all Cisco equipment’s using Cisco Works.
* Involved in SNMP Network management.
* Conducting root cause analysis on Network Incident.

Jireh Software Solutions-Bangalore, IndiaMarch 2010 – January 2012

### Network Administrator

**Responsibilities:**

* Provided responsive support in installing, supporting, and maintaining servers or other computer systems
* maintaining network infrastructure such as switches and routers, and diagnoses problems with these or with the behavior of network-attached computers
* Involved in maintenance of the network's authorization infrastructure, as well as Network backup systems.
* Settings of the networking devices (Cisco Router, switches) co-coordinating with the system/Network administrator during implementation.
* Maintain network layer properties without affecting the security standards.
* Managing the users by providing user privileges and security properties.
* Setting up the VPN by using Cisco routers.
* Upgrading and backups of Cisco router configuration files.
* Implementing and maintaining backup schedules.
* Trouble shooting and network level security maintenance
* Identify, diagnose, and resolve network problems including network connectivity, trafficutilization etc. using available network tools in a timely fashion.
* Provide Infrastructure services in all areas needed: storage networking, Operating System, network security, directory services, server virtualization using system backup and restore.
* Providing the Technical Support and maintain the Active Directory and DHCP Server to resolve the client queries in real time applications.

# Personal Information

**Languages Known:** English, Arabic and Hindi

**Date of Birth:** August 31, 1990

**Passport No**: H5338426