**TARIQ**

Position in Present Company System Administrator

Specialisation IT Infrastructure Management & System Administration

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**Professional Summary**

10 years of experience in IT Infrastructure Operation Support and Project Management, System Administration, Backup Management, Storage Administration, CCTV, Maintaining Service Level Agreements, Risk Management, Network and Supplier Management, and budget planning, Team Leadership & Sales

* Experience in supporting entire IT operation, including head office, data centers
* Worked in ITIL based practice environment; Incident, Problem and Change management for IT infrastructure services, Maintain service and operation level agreements
* Writing IT Process and technical documents & Incident Report
* Control access to IT resources and fulfils standard service requests
* Risk Management and Continuous Service Improvement
* Team Leadership, Asset Management, Supplier Management, Risk Assessment.
* Monitor, manage and troubleshoot LAN, WAN IN Average level
* Recognized for achieving a high availability up time for the corporate-wide IT infrastructure and maintain service level agreements
* Server Room Audits on the basis of company standards and security
* Virtualisation: Microsoft Hyper-V, VMWare
* Manage Windows & VMWare servers
* Managed Data Backups using Symantec Backup.
* Capacity planning of IT resources such as server hardware, backups, CCTV Data storage.
* Technology planning along with excellent managing capabilities & Saving Cost
* New office IT infrastructure setup from planning, designing up to implementation.

**Key accountabilities**

* End to End Management of service operations & delivery (including People management and Leadership) for all the Services delivered on the Infrastructure Management
* End-to-End accountability for service readiness and quality assurance in Service Transition for any new services
* Ownership and responsibility for the Continuous Service Improvement process within Collaboration & Productivity Technology, including for delivery of all service reporting on the level of Collaboration & Productivity Technology.
* Full accountability to Cost and Delivery
* Capable of leading and develop a global dedicated team focused on operations and service delivery, continual improving the performance of Infrastructure Management.
* Build strong relationships with Global teams, company's IT organizations to ensure alignment of priorities and deliverables
* Deliver the service in line with cost forecasted in the budget figures

**Projects**

### TASHEEL INFRASTRUCTURE

* CCTV
* QMATIC SYSTEM
* DIGITAL SIGNAGE
* SERVERS

### AL AIN REHABILIATION CARE SCHOOL

* WIRELESS CONTROLLER
* NETWORKING
* CCTV & STORAGE SERVER IMPLEMENTATION
* STORAGE SERVERS

### ADFSC FILE SERVER

* Providing folder and files ADFSC Users for security purpose.
* Having backup solution for the file server, which prevent data loss or deleted files.

### MANAGE PRINT SOLUTIONS

* Providing utilization rules for printing and copying to all ADFSC users.
* Providing Limit for ADFSC users for saving our cost.

### Email Signature

* Configuring & Designing Signature for all ADFSC user according to their profile given by HR.

### Infrastructure for ADFSC location.

* ADFSC CCTV Project
* Implementing Biometric Project (Attendance deployment) all over 120 locations in UAE

**Computer Literacy:**

**Skills**

Backup Management- Client Server Management- Client Support- Configuration- Help Desk- Implementation- Issue Tracking System (ITS)- Technical Support- Troubleshooting

**Certifications**

* Diploma in Computer Hardware
* Dell Server v4 Certification
* Computer Programming Certificate
* ITIL-Information Technology Infrastructure Library

**EDUCATION AND PROFESSIONAL STATUS**

* + H.S.C Passed (Higher Secondary Certificate)

**Software Proficiency**

|  |  |  |
| --- | --- | --- |
| Operating Systems | – | MS Windows Platform |
| Office automation software | – | MS Office, MS Lync |
| Applications | **--** | Helpdesk, OPP Manager |

**LANGUAGE CAPABILITY**

Urdu : Mother tongue

English : Spoken – fluent; written – fluent; reading – fluent Hindi : Spoken – fluent; written – fluent; reading – fluent

**WORK EXPERIENCE**

**April 2018**

**S y st e m Admi ni st rat or • P i onee r Vi si on Group • Al Ai n, UAE**

### Responsibilities:

* Managed servers, workstations, computers, laptops, printers, routers, switches and existing network applications.

Diagnosed and resolved all technical issues related to hardware and software.

* Supported all LAN, WAN and other networking systems.
* Ensured security and integrity of network.
* Performed quarterly audits for improving efficiency of systems.
* Worked in ITIL based practice environment; Incident, Problem and Change management for IT infrastructure services, Maintain service and operation level agreements
* Control access to IT resources and fulfils standard service requests
* Risk Management and Continuous Service Improvement
* Team Leadership, Asset Management, Supplier Management, Risk Assessment.
* Monitor, manage and troubleshoot LAN, WAN (MPLS, Internet)
* Manage Windows & VMWare servers
* Managed Data Backups using Symantec Backup
* Capacity planning of IT resources such as server hardware, backups, data storage and network.
* Technology planning along with excellent managing capabilities

 New office IT infrastructure setup from planning, designing up to implementation.

### TASHEEL – TADBEER – TAWJEEH

**PROJECT**

* Installation, Configuration, Managing Services (As per Ministry Standardize).
* CCTV Project in Pioneer Vision Group

# May 2012– Feb 2018

**IT He lp de sk S upp ort Offi cer • Abu Dhabi Far mers S ervice s Ce nte r • Abu Dhabi, UAE.**

### Responsibilities:

* Active directory Implementation with 1 AD and 1500 desktops (Windows 2012 R2 Based).
* Server Virtualization, VMware implementation and migration of existing physical server into virtual. (Windows 2008 R2, 2012 R2)
* Desktop Virtualization, evaluation and deployment (Thin Computing – A Green initiative).
* Implement File Server for data protection with security according to company policy.
* Co-ordination with the various branches for different types of the problems.
* Support of 1500 Users
* Oversee server, workstations, and support to Clients on their queries.
* Providing solutions to workstation problems related to both Hardware and Software Regular checkup of Antivirus software and update files at the user end.

# April 2011– April 2012

**Co-op erat e S ale s Execut i ve • Maji d Informatics S ol ut i ons • Abu Dhabi, UAE**

### Responsibilities:

* Manage complete and complex sales-cycles often presenting to C-level executives the value of our full suite of applications.
* Forecast sales activity and revenue achievement in salesforce.com, while creating satisfied customers.
* Evangelize the Salesforce vision through product demonstrations, in-market events, and account specific initiatives
* Giving full solutions to all my clients (Infrastructure, Data Centre etc.)
* Deal with customer queries and offer a first time resolution and excellent after sales care
* Working in big project for Dell brand and achieving it.

# March 2008– April 2011

**Sales & Technical Support • QUALITY GULF CO. L.L.C • Abu Dhabi, UAE**

### Responsibilities:

* Ensure constant focus on sales opportunities & potential rewards in order to drive sales.
* Review team and individual performance on a weekly basis.
* Deal with customer queries and offer a first time resolution and excellent after sales care.
* Support colleagues in the generation of profitable sales as appropriate. Increase profitable sales volumes and profit margins.
* Monitoring the progress of work and producing status reports.
* Expertise in managing entire breadth of commercial operations inclusive of Order processing & Material Management etc.
* Complete Product Knowledge
* All Dell products like eg. Dell workstation, dell latitude models, all desktops, dell racks, Dell servers, DELL UPS.
* Attending meetings and sharing ideas at brainstorming sessions, Reporting back details of discussions.

# Achievements

1. Regularly achieving targets.
2. Promoted as a Key Account Executive in Abu-Dhabi region.