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| **Kamran NETWORKS** | **Personal Information:** **Address :** Bur Dubai**Email :** kamran-394804@gulfjobseeker.com **Residency :** Pakistani National**Marital Status:** Married |
| **Objective:**To become part of a challenging hospitality or enterprise organization that provides opportunities for personal and professional development in the field of Information Technology & Information Systems with active interest in the field of IT Infrastructure Operations Management that involves Technology Management, High Level Design, Project Planning, Implementation, People Management and Development of Procedures and Processes. To work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization. |
| **Work Experience****NETWORK ENGINEER JAN 2014 – May 2019****Responsibilities:** * Assists in the Installation, planning, design, documentation, and implementation of various systems to include desktop PC’s **Win 7, XP & Vista, servers 2003,2008 & 2010**, network equipment, and software applications including **OPERA EXPRESS LITE , SUN SYSTEM, MICROS POS SYSTEM, DOMAIN, SQL SERVERS**
* Managed High End Servers likewise (**HP Pro DL380P Gen8. DELL Power-Edge R710 & HP Pavilion and Pro**) & End stations likewise **XP, VISTA, WIN7 & WIN8**
* Day to day Backup tasks for all servers including, **DC, Opera, Sun, Micros and Avaya system**. To avoid Disaster putting backup to **CLOUD & Network.**
* Having a great hands on experience with Cisco Manageable devices likewise **C1900 router**, High end Cisco **2950 Access Switches**, **SF300 24 Port POE Switches**, Cisco **Aironet 160**0 Series WIFI device. Taking Backup for the devices was also under my schedule.
* Having a great knowledge of Front End as well as back end management of **OPERA**, including adding users, groups, printers, privileges, troubleshooting and many other features that Opera supports.
* Worked with **Infor Sun system** & **MICROS POS** including Installation & troubleshooting & helped out end users to cope up with day to day issues. Also handled Accounts relevant issues in SUN & POS.
* Having knowledge of **ONITY KEY CARD** system, in case of Emergency provided a quick guide to HK how to open the door in case of emergency.
* Handling **CCTV CAMS** on day to day basis, & also providing access to CEO & GM from outside to view CCTV cams **using IPAD and ANDROID Devices**. Similarly in case of emergency tracking an event through CAMS.
* Keeping **TV Channels** up to date as per Hotel management's requirement. **Updating software** for television if required.
* Made recommendations for new equipment and services to purchase and works with various vendors for procurement likewise **STC, DELL, HP & Cisco**.
* Creating and maintains good **technical documentation** for the future reference and troubleshooting
* Provided emergency on-call support on a rotating schedule
* Providing on time **facility for meetings** and parties to make sure all projectors and LCDs are working fine. Using **HMDI Splitter** provided access to run same presentation all devices.
* Designs, installs, upgrades, configures, and repairs local and wide area network hardware and infrastructure.
 | **Key skills & Expertise****AREAS OF KEY SKILLS**• Problem Solving • Trouble Shooting• Time Management • Presentation Skills• Leadership • Decision Maker• Active Listener & Learner • Communication • On call support • Negotiation Skills• Project Management • Finance Skills• Marketing • Development Skills --------------------------------------------------------------**AREAS OF IT EXPERTISE**• LAN & WAN • Routing Protocol • Switching • Wireless• Opera System • infor SUN System• Micros Pos System • Cisco & HP • Server 2K3, 2K8 & 2K10 • Win XP, 7, 10• Cacti & B.W Graphs • Norton Antivirus• ASA Firewall •Network Sharing• Security Devices • Key Lock system• CCTV Cams • Avaya Site Admin• Adobe Photoshop • Macromedia • Asp.net web programming• Cabling• Video Presentations • Hardware & Soft**Education & Training*** **MSIT (Masters of IT) 2005-2008 [3.53 CGPA]**SZABIST University DUBAI - KARACHI
* **BSCS (Hons IT) 2002-2005 [2.86 CGPA]**Hamdard University FAISLABAD
* **DIT (Diploma in IT) [2.78 CGPA]**Petroman Institute of IT LAHORE
* **CCNA (Cisco certified network associate)**CISCO Certification
* **CCNP 642-902 (Routing & Switching)**
* **Microsoft Training**
* **Opera Lite Express Training**
* **SUN System & Micros Training**

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| **NETWORK ENGINEER DEC 2012 - DEC 2014****Responsibilities:** * Assists in the planning and implementation and supporting IT infrastructure.
* Implementing network security .
* Installing and tests computers and related network hardware in a LAN/WAN environment.
* Administrate and maintain the hotel’s infrastructure.
* Manages / upgrades the hotel’s telephone system. Avaya System 2.0
* Administrate and maintain computer stations and provides additional support if necessary.
* Troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
* Maintain help desk activities within the hotel.
* Responds to escalated help desk issues.
* Interacts with internal clients on all levels to help resolve IT-related issues and provides answers in a timely manner.
* Builds and maintains vendor relationships and manages the purchase of hardware and software products.
* Manages the purchasing of all software, hardware and other IT supplies.
* Ensures that company assets are maintained responsibly.
* Managed Servers (**Dell Power-Edge R710, Hp Proliant dl380 g8**)
* Performed Cabling for more than **60 Clients**, on-site and remote technical support for the clients as well.
* **Wi-Fi configuration for the 12 Floors** of hotel using STC Router along with **EnGenius Wi-Fi Access points, TP Link & Unifi Routers**.
* IT Support & Training branch managers with simple network troubleshooting techniques.
* File management on centralized resource (i.e. File Servers, Map network services) or on individual workstations
* Maintaining & managing AD, ADC and SQL Server
* Maintained, managed & Configured Cisco Access layer switch & router.
* Assisted in General Manager in planning IT budget needs.
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| **NETWORK ENGINEER JULY 2011 - NOV 2012** **Responsibilities:** * Assists in the Installation, planning, design, documentation, and implementation of various systems to include desktop PC’s Win 7, XP & Vista, servers 2003 & 2008 (**DELL Power-Edge T310**), network equipment, and software applications.
* Monitors, maintains & Shared the use of the LANWT’s photocopiers, printers, Fax, Scanners and all multifunctional devices
* Worked on **BLUEFOX Hotel management application**
* Worked with **BT-LOCK System** for door keys
* Managed **CCTV Cams** including **BOSCH & LILIN**.
* Provided emergency on-call support on a rotating schedule
* Designs, installs, upgrades, configures, and repairs local and wide area network hardware and infrastructure.
* Assisted in General Manager in planning IT budget needs.
* Installing and tests computers and related network hardware in a LAN/WAN environment.
* and managing office environment
* Maintaining documentation of changes regarding users, functions & systems.
* Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.
* Responsible for the recruitment and training of new staff.
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| **IT TECHNICAL ENGINEER MAY 2008 - MAY 2011** **Responsibilities:** * Following up the clients
* Responsible of documenting business requirements, system features , SRS(system requirement specification), defining business rules, white boarding prototype GUIs and helping the development teams implement high-quality commercial software
* Responsible to write technical proposal to the clients and communicate with sales and/or client to understand and communicate provided solutions.
* Preparing the technical details of contracts and SLA(service level agreements) for our services
* Provide technical/business support to the customers, partners and resellers
* Perform on-site and off-site post sales consultancy in accordance with customer requirements
* Ability to handle multiple projects with complex specifications and extremely busy teams.
* Responsible to Prototype user interfaces
* Answer technical customer queries via email and telephone
* Perform product testing and feedback issues to the software development team
* Attend customer sites to carry out pre-sales demonstrations and presentations with Sales
* Enhance and maintain technical resources within the on-line technical support area. Create scripts and interactive tutorials whilst maintaining an active knowledge base on the products.
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| **ASSISTANT IT ENGINEER OCT 2006 - Aug 2007****Responsibilities:** * Trouble shooting and managing the work at office
* Developed and Maintained
* Perform routine network startup and shutdown procedures, and maintain control records.
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| **Personal:** |
| **Nationality** | Pakistani |
| **Gender** | Male |
| **Date of Birth** | 25 - 04 -1983 |
| **Visa Status** | Transferable / 3 Month Visit Visa |
| **Languages** | Urdu , English & Arabic |
| **Hobbies** | Sports, & reading technology books |
| **References** | Furnished promptly upon request with supporting document |

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