**ABDUL**



Email: abdul.235888@2freemail.com

**SENIOR PROFESSIONAL**

**Hardware & Network Administration/Server Administration**

High-energy technocrat, executing prestigious Information Technology projects of large magnitude within strict time schedules

Industry Preference: **IT industry**

**CORE COMPETENCIES PROFILE SUMMARY**

* A technical professional with **nearly 11 years** of rich experience in the entire gamut of **Hardware and Networking operations**

System Administration

Server Management

Network Administration

Installation & Troubleshooting

Configuration

Technical Support

Hardware & Network Maintenance

IT Security Management

Liaising & Coordination

* Experienced in performing activities like installation, up-gradation, configuration, troubleshooting and administration of various servers, systems, software applications and operating systems
* Effective in monitoring high-severity incidents to ensure service availability with minimal delay and impact towards ensuring smooth operations of an infrastructure environment
* Ensures that IT systems, applications, and communication equipment within the organisation were managed and maintained in accordance with documented processes, procedures, guidelines, and instructions
* Proficient at performing network activities, firewall management, system analysis and network securities with focus on ensuring strict adherence to quality and process guidelines
* A keen communicator with honed interpersonal, problem solving and analytical abilities

**CAREER HIGHLIGHTS**

* Undertook systems analysis on along with warranty work, troubleshooting, and emergency repairs which minimized end-user impact and downtime
* Built new infrastructure; handled design, planning, risk assessment, implementation, and documentation of all IT infrastructure components
* Key member of the team that accomplished a successful end-user workstations renewal
* Solely managed the clients queries and issues and troubleshot them accordingly
* Successfully minimized the cycle time and technical queries on performance tuning

**ORGANIZATIONAL EXPERIENCE**

**May’17 – Aug’18 Clanel Co.Pvt.Ltd (Mumbai)**

 **Client-Kalpataru**

**Key Result Areas:**

* Performed troubleshooting analysis and identified system failures; correlated events to determine point of failure of hardware and/or applications; provided recommendations, oversaw network issues, notified parties of problems resolved in a timely manner
* Utilized a CRM daily to track and work desktop support tickets
* Generated procedure guides for several tasks such as I.T. purchasing, user maintenance/ IP phone configurations, and re-imaging laptops.
* Created and maintained the IT major incident and outage report.
* Conducted service calls, preventative maintenance, and installed new equipment configurations
* Coordinated work between technicians, engineers and vendors while documenting work actions on network issues until problem was resolved.

**Mar’10 – May’16 M.H. Alshaya Co. L.L.C. UAE as Technical Support Engineer**

 **Clients:** Debenhams, H&M, Pottery Barn, American eagle, Victoria Secrets

 **Key Result Areas:**

* Worked on CRM application and checked the problematic area of the store; informed the concern engineers to visit the store, prepare checklist for the requirements and accordingly fulfil them within the stipulated time period
* Uploaded the patch file on Ares Server (Linux based) which are provided so that it automatically reflects on POS through network connectivity
* Updated the product file on Database folder of Ares server which reflect on POS Machines; imparted support to the stores at times of non-working of POS machines
* Updated and checked the antivirus remotely on computers; undertook back of server database on daily and weekly basis; installed Ares server based on Linux and configured the POS machine to it
* Engaged in installation of Sonic Fire wall Tz -100,Tz -200, NS-3500 as per requirement; installed and configured HP procure switch and created necessary vlans on it
* Installed access points, IP phone, POS machine, Office PCs and connected it from switch to the associates’ server

**PREVIOUS EXPERIENCE**

**May’05 – Nov’09 Iqura -You Telecom (Broadband) Telecommunication Pvt. Ltd., Mumbai as Technical Coordinator**

**Key Result Areas:**

* Liaised with engineers in resolving the problem of internet at client place
* Engaged in resolving customer queries remotely regarding internet connection of cable modem (Motorola) on command line
* Configured the cable modems frequency at time of low connectivity of links
* Identified the links of different location (Nodes) up/down; worked on cable modems link up/down through software and maintained outage(record) of nodes

**Jun’00 – Apr’05 S.N. Enterprise Pvt. Ltd., Mumbai as Computer Hardware Engineer**

* Assembling troubleshooting upgrading of Desktop computers
* Provide complete technical support to end user form network connectivity to printing
* Trouble shoots the computer related queries of users

**EDUCATION**

1998 Diploma in Computer Hardware Engineering from Hardcore Internetworking Institute, Mumbai

1998 Diploma in Networking Technologies from Hardcore Internetworking Institute, Mumbai

**CERTIFICATIONS**

2015 NSBA (Network Security Basic Administration) Certification from Sonic wall

2014 MCSE (Microsoft Certified Solution Associate) Certification from Microsoft

2007 Cisco Certified Network Associates CCNA 2.1

**PERSONAL DETAILS**

Date of Birth: 22nd of May, 1977

Languages Known:

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| --- | --- | --- | --- | --- | --- |
| Read | Urdu | Arabic | English | Hindi | Marathi |
| Write | Urdu | Arabic | English | Hindi | Marathi |
| Speak | Urdu | - | English | Hindi | Marathi |