****MCP(rgb)

**SALAH**

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Objective:

I would like to pursue a challenging career and strive hard to acquire knowledge and achieve higher grounds in the ever growing and innovative field of Networking. My areas of expertise include Network & System Administration, Security Administration and onsite technical support involving software and hardware.

**Profile:**

Total **8+** years of experience in the field of Information Technology in the area of VM ware & System Administration on Windows 2003, 2008 and 2012, Windows NT 4.0 based Networks & modern Internet Technology. Fast learner, self-motivated, applying methods and technical updates in my day-to-day work with a high degree of attention and commitment to work.

**EXPERIENCE HISTORY**

**Analyst,** 11/2014 to 04/2017

**HCL Technologies** **Ltd.** – Noida, India

HCL Technologies Ltd. is the India’s largest private ITservices provider with its Head Quarters in India and offices in more than **22** countries. The company serves a diversified customer base of **3,500** clients across the oil, cruise, navy, container, Government Sector, BPO, IT Sector and commodity sectors.

*Duties involved managing and maintaining the Workgroup of the company, maintaining the hardware, and supporting end users day to day activity:*

* Worked as a VMware/Windows admin to provide L2 support in a complex Environment.
* Experience working on VMware Virtual Infrastructure, Vsphere Server, Client and setting up ESX in the virtual environment.
* Creating Datacenter for storing VMs and Host data, Deploy Virtual Machines using Clones, Snapshots, and Templates.
* Deployed key VMware ESX/ESXi technologies, expertise with HA/DRS, P2V. Deployment of business critical technologies -Vsphere View and VMware SRM (Site Recovery Manager).
* Hands on experience on HA clustering, cloning ESX servers in the VM Ware environment, Monitoring, performing Health Checks, installing patches and upgrading hardware on the production servers
* Installed Management Server (VCenter Server) instances to enable centralized management of multiple hosts.
* Installation & up-gradation of operating system (Windows server 2000, 2003, 2008 & 2012. Backup of Servers, Antivirus and patches.
* Installation & Configuration Microsoft Outlook (2007, 2010, 2013 and 2016)
* Thorough understanding and experience of TCP/IP based networks
* Communication and team building skills with ability to work independently or in a team
* Excellent proficiency and experience in cabling networks using UTP CAT5E and CAT6
* Excellent technical and supervisory skills involving Installation, maintenance and troubleshooting
* Excellent in identifying and troubleshooting of minor & critical problems occurring on the Network
* Installation, Configuration and Administration of Windows 2003/2000 File and Print Servers
* Installation, Configuration and Administration of Active Directory, DNS Server and DHCP Server
* Installation, Configuration and Administration of ISA (Internet Security and Acceleration) Server
* Installation, Configuration and Administration of Terminal Services and Remote Desktops
* Installation, Configuration and Administration of MS Exchange Server 2003/2000
* Installation, Configuration and Administration of Web Servers (IIS and Apache)
* Installation, Configuration and troubleshooting of Microsoft Products and other software/hardware/LAN related issue physically or through Remote Control by SCCM, PC anywhere, VNC, Team viewer.
* Installation, updating and managing antivirus (Symantec), Installations for security patches, functional patches and version upgrades.
* Installation, Configuration & troubleshooting of RSA secure ID soft token.
* Managing Data Backups and Restores
* Disaster Recovery and Business Continuity Processes
* UPS and Printer Management
* 24x7x365 responsible for managing support operations, troubleshooting infrastructure technical issues, maintaining system, inventory, and implementing technology upgrades.
* Responsible for Customer Service Helpdesk, Remotely and telephonic trouble shooting.
* **Hands on Experience in BMC Remedy Tool**.

**System Analyst,** 06/2009 to 10/2014

**NMDFC** – Delhi, India

National Minorities Development & Finance Corporation is a Public Sector Unit working Under Government of India. I worked here as an outsource Employee.

Duties involved managing and maintaining the Workgroup of the company, maintaining the hardware, and supporting end users day to day activity.

* Handling projects for CCTV & Security Systems.  
  Sending enquiries to other companies & comparing the products & prices to select best product & price, making quotations for the customers.
* Installation of CCTV cameras (Box, Dome, PTZ etc. ), Biometric Access Control systems (Products of R.C.G Company), Easy Lobby (Visitors management system), Assembling, dissembling & troubleshooting of computer, Assembling of DVRs & installation of OS in DVRs   
  EDVRs (Embedded DVRs), PC based DVRs and giving training of DVRs to customers on site.
* Installing & Configuring Client Operating System Windows XP, 7, 8 & Windows 10
* Creating & Troubleshooting LAN Cables and Local Area Networks.
* Monitoring of systems: System Monitoring (i.e. Connection, Disk space issues, system events, CPU load on system, process handling etc.) on each server & troubleshooting if any problem occurs. Configuration of alarms for the resource monitoring.
* MS-outlook Installation and troubleshooting for VIP users.
* Installing & Configuring Client Operating System Windows XP, 7, 8 & Windows 10
* Creating & Troubleshooting LAN Cables and Local Area Networks.
* All the Hardware related issues in PCs, Routers, Switches and firewall.

**Site Engineer,** 11/2007 to 11/2008

**HCL Infosystems Ltd.** – Noida, India

HCL Infosystems Ltd. is the largest private IT **Hardware** services provider with its Head Quarters in India.

**Responsibilities:**

* Installing & Configuring Client Operating System Windows XP, 7, 8 & Windows 10
* Creating & Troubleshooting LAN Cables and Local Area Networks.
* All the Hardware related issues in PCs, Routers, Switches and firewall.

**Professional Certifications:**

* MCP – Microsoft Certified Professional

**Other Trainings and Add-ons:**

* Training on Windows Server 2008 Active Directory, Configuration.
* Two Month Diploma in Hardware & Networking from the Data Expert Institute.
* Microsoft Certified Professional (MCP).

**Educational Qualification:**

⏵ **Graduation in Arts [B.A. in Urdu]**

- Chattrapati Sahu Ji Maharaj University, Kanpur, India (Passed with B Grade)

⏵ **Diploma in Computer Science & Engineering [Three Years Diploma]**

- Board of Technical Education, Uttar Pradesh, India (Passed with A Grade)

**Personal Details:**

Date of Birth : 4th June 1986

Nationality : Indian

Visa Status : N/A

Driving License : Indian Driving License

**DATE**: 07/26/2017