**SARFRAZ**

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#### Career objective

To work in an organization where I can acquire new knowledge and sharpen my skills and put my efforts on achieving organization as well as individual goals

#### Profile

* Having 4.6years of experience in the field of **Infrastructure, Application Support,Network troubleshooting and Customer support.**
* Good working knowledge inIT Services, Support, Maintenance.
* Strong analytical skills, ability to identify issues, Troubleshooting skills, handling multiple tasks.
* Having demonstrated ability to produce results when working under pressure.
* Desire to learn new technology to improve my skill set.

#### Work Experience:

* Working as an **IT ASSISTANT**at **ELTIZAM Asset Management Group LLC,**

**DUBAI**from **OCT 2017** to **Present.**

* Worked as an **Process Developer** for **GENPACT INDIA**From **April 2015 to June 2017**
* Worked as an **DESKTOP ENGINEER**at **WIPRO InfoTech**, Bangalore On **TECPOOL SOLUTIONS PVT LTD** Payroll From **January 2014 to March 2015**
* Worked as an **Junior IT Analyst** at **GENISYS Information India pvt ltd** from **May 2013 to November 2013**

#### Career Summary

**1.** Organization **: ELTIZAM Asset Management Group LLC,DUBAI UAE**

Designation **: IT ASSISTANT**

#### Nature of Work

* To Provide technical assistance and supports to IT Infrastructure and Information Systems
* Perform Hardware and Software maintenance duties
* Ensure all daily tasks including backups complete successfully.
* Ensure SAP familiarization for necessary user support
* Operating CCTV Cameras
* Installation, configuration and troubleshoot PC, Laptop, Smart Phones, Network Devices, Printers, Fax and IP phones.
* Coordinating with Etisalat in various issues
* Strong knowledge of PBX (AVAYA), and Cisco IP Phones
* Networking fundamentals mainly TCP/IP and SonicWALL VPN, installation of operating systems, network systems & user policies.
* Good Knowledge of SonicWALL Firewall.
* Enabling and disabling the Door access by using Biostar, FingerPrint Enrollment activities
* Perform computer management and system administration activities
* Good understanding of Facilities Management System
* Managing and configuring Antivirus.

**Tools:** Salesforce,Packet Tracer, Putty.

**2.**Organization **: GENPACT India** for Client **INTEL**

Designation **: System Associateand Process Developer**

#### Nature of Work

* Handling day to day issues in Software, Hardware, Networking Devices, Desktop Application and Network Connectivity
* Create, change and delete domain/application/e-mail user accounts based upon the approval of the request
* Maintain current and accurate inventory of Hardware, software license status and resources along with the warranty information
* Answering and routing the helpdesk calls and maintains log of incoming calls
* Performing Remote End-user trouble shooting
* Configuring network printers & setting up user priorities
* Maintains IT records and IT related asset tracking management
* Maintaining and configuring new VoIP through Cisco Unified CM Administration Portal
* Experience in implementing, administrating & Trouble shooting network devices Network Switches and Routers
* Managing L2 switches in locations through CAT OS and IOS – VLAN changing, enabling and disabling ports
* Having Experience in NOC Environment and Configuration of Cisco Router “1800, 2500, 2600, 2800.

**3.**Organization **: WIPRO InfoTech**, Bangalore on **TECPOOL SOLUTIONS PVT LTD**Payroll

Designation **: Desktop and Critical Support Engineer**

#### Nature of Work

* Handling day to day issues in Software, Hardware, Networking Devices, Desktop Application and Network Connectivity.
* Responsible for Incident Management, Service request raised by Users.
* Responsible for maintaining the user accounts, policies, back up in Active directory.
* Escalate critical cases to technical specialist on time to ensure closure within SLA.
* Handling the EMAIL clients such as outlook.
* Knowledge of various Application Layer Protocols like TELNET, DNS, DHCP, HTTP, FTP, SMTP.
* Knowledge in the DHCP, DNS

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**4.**Organization **: Genisys Software**

Designation **: Junior IT Analyst**

#### Nature of Work

* Solving the technical issues faced by the customer. Interfacing with the Technical consultant to explain the functionality based on the business requirement.
* Prepare presentations to showcase the project and technology expertise of the practice.
* Responsible for the incident management, Service tickets update the issue tracker and submit the monthly report to the supervisor.

#### Academic Qualification

* **B. E (Computer Science Engineering) 2008~ May 2012 from Visvesvaraya Technological University,**
* **PUC-** Pre- University Certificate. **2006 ~ 2008**

Completed in **RTES College Ranebennur, India**

* **SSLC**– Secondary School Leaving Certificate. **2005 ~ 2006**

Completed in**Devika English Medium School (DEMS Convent), Ranebennur India**

#### Additional Qualification

* Achieved **Certified** in the workshop of **Career Prime Campus** Recruitment Training.
* Achieved**Bronze Award** for top Performance in **Genpact India**and **Intel** Certification.
* Completed Course of **Software testing**&**CCNA at Concise IT Technology.**

#### Personal Details

Father’s Name **:** Late Mazharulla Khan

Date of Birth **:** 11/09/1989

Gender /Nationality **:** Male / Indian

Marital status **:** Single

Languages known **:** English, Hindi,Kannada &Urdu.

Visa type : Employment Visa

#### Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge & belief.

Yours sincerely,

**(Sarfraz)**