

**AAMIR**

Email: aamir378638@2freemail.com

Mobile: C/o 0502360357

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**Career Objective**

To pursue a career in a challenging environment where I can develop my professional skills and contribute to the organization’s success and grow along with the company.

**Qualification**

* Bachelor of Technology (B. Tech) with **Information Technology** from BABU BANARASI DAS Engineering College (2010-2014) Lucknow, INDIA

**Training:**

* **CCNA**
* **MCSE**

**Technical Skill Set**

* Operating System : Windows Server 2012, Windows 7, Windows 8,Win 10, Configuration and Administration.
* MS Office : 2003, 2007, 2010, 2013, office 365.
* Hardware Platforms : HP / IBM / DELL/ Apple.
* Server Roles : Knowledge of DNS, DHCP, Group Policies, File Server, terminal server, Active Directory.
* Network : Knowledge Basic Network Infrastructure.

**Professional Experience Detail**

**Present Employee: EMAAR Malls, Dubai.**

Designation: IT Support Engineer

Duration: From Aug 2016 to Till Date.

**Roles & Responsibility:**

* Implement, Monitor and resolve LAN and Desktop issues.
* Computer hardware, printers, projector, scanners installation and troubleshooting.
* Users and Groups management through Active Directory Servers, user rights, restricting users with local and domain security settings.
* Frequently review Antivirus patterns, software release level identifying where necessary upgrades, patches service packs and fixes are required to improve performance, maximize availability and maintain security.
* Valet system (THE DUBAI MALL).
* Car Park System.
* Biometric system.
* Provide IT support to various locations like The Dubai Mall, Golden Diamond Park and Marina Mall.
* Create and maintain documentation as it relates to workstation architecture, integration design and system configuration.
* Provide 24x7 support and problem resolution for infrastructure and operational issues.
* Communicate with other IT Support resources and vendor support teams to escalate advanced issues and ensure swift resolution.
* Records and handles incidents and service requests.
* Actively monitors and reacts to system events, alerts and monitoring tools.

**Past Employee: Land Mark Group, Dubai** (Cognizant)

Designation: Desktop Support Engineer

**Roles & Responsibility:**

* Computer hardware, printers, projector, scanners installation and troubleshooting.
* Resolved MS Office issues remotely or visited physically to the user.
* Users and Groups management through Active Directory Servers, user rights, restricting users with local and domain security settings.
* Installation of various IP Phones such as IP phone 7821, IP phone 7861, IP phone 7841, IP phone 8841 etc.
* Configuration of outlook and signature on user phone.
* Provide solution to the user related desktop support issues.
* Provide support for several users over LAN.

**Personal Details**

Date of Birth:

July 15th 1993

Marital Status:

Unmarried

Gender:

Male

Nationality:

Indian

Languages Known:

English, Urdu, Hindi

Visa Status:

Resident

Driving License.: (U.A.E.)