**Curriculum Vitae**

**THANSEER**

**Email:** **thanseer.380713@2freemail.com**

**SYNOPSIS**

* 7 years of strong experience in handling IT and Telecommunication infrastructure.
* Extensive workexperience in almost all divisions of IT including hardware and software capable of handling all IT related Security and Data Base administration.
* Proven track record of executing major installations of Virtualization, Windows Domain, IP Networking, IP Telephony, WLAN systems.
* Capable of handling Project Proposals, preparing Material Submittals and implementing projects related to IT.
* Proficient in troubleshooting PC related issues, IP network failures, IP Telephony faults and Wireless LAN coverage issues.
* Expert in providing the best solution and troubleshooting the network.
* Excellent in configure and implement Remote Access Solution.
* Advanced knowledge of creating and deploying internal and external wireless Systems.

**EDUCATIONAL QUALIFICATIONS**

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| --- | --- | --- |
| **Bachelors Degree** | **:** | **B.Tech(Electronics & Communication Engineering)** |
| **High School** | **:** | **Higher secondary (Science Stream)** |

**PROJECT WORK**

* **“ATM THEFT IDENTIFICATION” using pic microcontroller 16F877A**

To find out the thefts that is being happened in ATM during the transactions. The main aim is to keep money safe from the unauthorized persons. A machine with pic16f877A microcontroller this process is being done.

**INDUSTRY SKILLS**

* Telecommunication and Wireless Technologies
* Unified Communications
* Microsoft Windows Servers
* Large Enterprise Telecommunications
* Contact Center Design & Implementation
* Small Business Avaya telecom infrastructure
* IT Network (Routing & Switching) specialist

**WORKEXPERIENCE**

**Arabian Technology &Communications (ATCOM)**

**Senior Engineer**

(Since 22nd January 2017-Present)

**Job Responsibilities**

* Prepare quotations, engage in pre-sales support of Avaya voice products.
* Designing telecommunication infrastructure based on customer’s needs.
* Engineer for the installation of **Avaya Hybrid PABX** in Grand Copthorne Hotel.
* Support for Windows related troubleshooting.
* Managing Active Directory, File Servers, DNS with multiple domains and sites covering headquarter & 5 remote branches.
* Building CCTV infrastructure to comply with MOI regulations and ensuring sufficient storage and continuity of video recording is maintained.
* Regular follow-up with implementation team to successfully complete the project according to best-practices policies.
* Technical Consultant for providing design and implementation expertise for complex telecommunication infrastructures.
* Avaya IP Office Administration for small office setup.
* Installing, configuring, and troubleshooting of Call-Billing (SOFT-EX) Software.

**TECHBULB (Subsidiary of FBA Holding)**

**Technical Support and Pre-sales Engineer**

(Since 1st April 2015till 30th December 2016)

**Job Responsibilities**

* Prepare quotations, engage in pre-sales support of Bitdefender antivirus.
* Prepare quotations, engage in pre-sales support of Cyberoam firewall(Sophos)
* Building CCTV infrastructure to comply with MOI regulations and ensuring sufficient storage and continuity of video recording is maintained.
* Designing CCTV infrastructure based on customers needs (HIK Vision, GEO Vision, etc.)
* Good knowledge in Backup software (Nova store).
* Worked as Project Engineer in ISKAN Group TEA Design which involves the backbone network of structured cabling
* Team member of Avaya IP Telephony upgrade project to lavender villa.
* Periodically solves hardware and software problems related to PCs, Workstations.
* Preparing proposals for new IT projects, following up with clients based on new requirements and securing the project.
* Handling the project implementation including submittals, documentations, manual preparation and handover procedures.
* CCTV, Access Control installation and maintenance.
* Responsible for maintenance of PCs, networks, network printers, plotters, etc.
* Coordination with Sales Team to provide IT technical solutions and assist them in acquiring new projects

**Arabian Technology &Communications (ATCOM)**

**Technical Support Engineer**

(Since 3thMarch 2012till March 2015)

**Job Responsibilities**

* Prepare quotations engage in pre-sales support of Avaya voice and data networking products.
* Designing telecommunication infrastructure based on customer’s needs.
* Regular follow-up with implementation team to successfully complete the project according to best-practices policies.
* Designing, Installing, and Configuring the new **Call Centre** in QIC using **Avaya Servers,Media Gateways, Avaya Elite Contact Center.**
* Proficient in **SMB** sector and **multi-site** telecommunication services using Avaya’s IP Office system.
* Acquired troubleshooting, administration, networking skills due to vast technical experience in the data centers of multiple sites.
* Technical Consultant for providing design and implementation expertise for complex telecommunication infrastructures
* Designed Telecommunication infrastructure in GE Head Office in Qatar based on Avaya Unified Communications.
* Instrumental in bagging various PBX maintenance contracts in MNCs like Intercontinental Hotel group, Oryx Rotana.
* Planning and deployment Engineer for **Civil Aviation Authority** Call Center project employing Avaya and HP Servers with Microsoft Server 2012 Operating System.

**Avaya Global Connect (AGC), Bangalore:**

**RCTS Engineer**

(From March 2009 to April 2012)

* Worked as RCTS (regional critical technical support) engineer at AGC networks (formerly AVAYA GLOBAL CONNECT)

**Job Responsibilities:**

* Onsite and remote support to customers to troubleshoot the voice network related issues.
* Avaya server administration (Model-S8300, S8400, S8700) and Gateway-G650, G450 administration.
* Firmware upgradation of various IP phones and circuit packs.
* Managing all kinds of digital cards including IPSI, CLAN and DS1.
* Hands on Experience in AVAYA Communication manager(CM)
* To perform scheduled upgradation and maintenance activities to the clients
* Implementing full-fledged Avaya IP-PABX (1500 users) in Bangalore.
* Worked as Pre-Sales Engineer for Avaya systems.
* Installation of Digital PABX (Avaya IP OFFICE)
* Preparing proposals for new IT projects, following up with clients based on new requirements and securing the project.
* Handling the project implementation including submittals, documentations, manual preparation and handover procedures.

**COMPUTER SKILLS**

* Computer Hardware
* Windows 7/Vista/XP/98/95
* MS Office, Excel, Visio
* Computer Networking, TCP/IP Protocols

**Personal Data**

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| Date of Birth | : | 13/01/1988 |
| Sex | : | Male |
| Marital Status | : | Married |
| Visa Status | : | Visit visa |
| Driving License | : | Holding Qatar Driving License |
| Nationality | : | Indian |

I do here by declare that the above-mentioned particulars are true and correct to the best of my knowledge