**Personal data**

**KHAJA**

**Name:** KHAJA

**Date of birth:** 1990-12-10

**Place of birth:** INDIA

**Email:** khaja.381938@2freemail.com

**Current location:** Warangal

**Education**

06/2008 - 06/2011 **Bachelor Of Business Management (BBM)** Kakatiya

**Work Experience**

**SYSTEM SUPPORT ENGINEER**

02/2012 -

Present SCHNEIDER ELECTRIC SA,

**S U M M A R Y**

Experience of more than 5 years in system administration at enterprise level offering IT service to national as well as international sites 24x7 round the clock.



Manage projects, collaborate with project team, interface with clients, and use technology to build and deliver the successful solutions for clients.



Experience with managing multiple Window NT, 2000, 2003 & 2008 domains at more than 200 national and international sites.



Knowledge and expertise on Corporate End Point Antivirus and System Support Utilities & Tools implementation & management.



Experience with IBM, Dell & HP Server platforms.



Expertise on Auto Loader Tape Libraries & Disk data storage across multiple Enterprise vendors.



Planning, Implementing and maintaining storage solution for an Enterprise entity or a SMB site.



Experience in Data recovery from Disk or Tape based Storage boxes.



Working knowledge of VMware ESXi Platforms



Understanding of global WAN, LAN and SAN networking infrastructure.



Understanding of enterprise level storage and backup infrastructure.



Contributed and assisted in Business Continuity solutions using High Availability (HA) and Disaster Recovery (DR).



Providing Storage solutions on SAN and non-SAN Environments.



Worked on share point site creating & updating server cumulative report, operation cost report, local admin and service account report data centers racks drawing, case opening report.



Planned & Implemented Secure Authentication based RICOH Print Solution.



**R E S P O N S I B I L I T I E S**.

Supporting and Assisting Data Center Manage in Data Center Operations for continuous availability of



Infrastructure to support VMware & SAP Applications core services in a 24x7 environment with 100% up time .



Ensuring the goals of ITIL Service Management process achieved ; supporting and coordinating normal



Service is restored as soon as possible based on customer perspective and with in defined SLA ; detecting.Logging , categorizing and prioritizing incidents ; providing Technical Support to resolve the issue .



Monitoring LAN & WAN links & Coordinating with the Network Operations team for 100% up time , Providing initial Troubleshooting with Network Tools



HP DL 380 & DELL Power Edge 2950 , 285 Server ?s Hardware monitoring & preventive maintenance .



Led Hardware roll out project with Support desk team for 800 DELL Laptops & 300 Optiplex Desktops , Dell Servers Power Edge 285 , 2950



Working with Enterprise Client soon assigned Issues , remotely troubleshooting on their Servers , recreating &



Testing issue in test Environment , analyzing related Debug & Log files , following up with the client till the resolution of an issue .



Planning , organizing and assisting the client?s Disaster management control set up according to the or organizational and environmental needs .



Performing Backup and Restore on NT , Wi n 2000 / 2003 / 2008 32 - bit , 64 - bit servers , .



Performing Disaster Recovery of Windows servers running different Data bases and Bare metal Disaster Recovery of Windows .



Checking backup Strategies and environment including Tape libraries , V T L , Stand Alone Tape Drive Configurations to ensure optimal performance and capacity levels are sufficient .



Helping System / Storage Administrators of Enterprise contract with CA in Storage Back up and Restoration of Data via Production Servers or a Member Servers or remote servers .



Support in usage of Storage devices such a s SAN , NAS FILERS / Boxes , Tape Libraries , Disks and Media Pools (RAID) .



Planning , Implementing and Maintaining storage solution for an entity .



Backup with Symantec net backup 7.5



Customizing windows 7 operating system.



**SUPPORT SERVICES WITHIN SCHNEIDER ELECTRIC**

Preparing New Hire Laptop for End Users According to job code Provided by HR.



Troubleshooting and configuration Lotus notes for New Users.



Troubleshooting and granting access to AVAYA Telephone for End Users.



Update International Directory (IDS) Services in France services.



Configuring and Integrating Audio Services In WebEx.



Supporting Users for creation of Tickets in ticketing tool 2929IT.



Collaboration configuration and supporting issues related to BOX,BYOD,WebEx.



Configuration of BYOD services Mailing/VPN access in IOS & Android Devices.



Booking conference hall for meetings through Lotus Notes.



Update users ID in Access Manager Time Attendance Machine.



Troubleshooting and configuration of McAfee, Spice, Kinetic HR pro and SAP.



Resolving all the tickets via ticketing tool BMC Remedy as per SLA.



**Languages**

Arabic - Basic

English - Full Professional

Hindi - Native or Bilingual