

MOHAMMED ARSHED KHAN

IT Support Executive | System Administrator | Network & Infrastructure Specialist
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PROFESSIONAL SUMMARY

IT Support and Infrastructure Specialist with 20+ years of experience in system administration, network management, application support, and hardware troubleshooting across banking, financial services, KPOs, and enterprise environments. Skilled in Windows Server, ITIL-based operations, CTS application support, and multi-site IT management. Known for strong problem-solving abilities, user training, and delivering high service uptime.

CORE COMPETENCIES

- IT Infrastructure Management
- Windows Server Administration (2003–2012)
- Desktop Support (L1/L2/L3)
- Banking CTS Support
- Network Support (CCNA Certified)
- ITIL – Incident, Problem, Change Management
- End-User Support & Troubleshooting
- Application Support – Inward/COBS/CS/Archival
- Antivirus & Security Management
- Backup & Recovery Management
- Hardware & Peripherals Support
- SLA & Ticket Management

PROFESSIONAL EXPERIENCE

DBS Bank – Development Bank of Singapore (via 3Pillar)

IT Executive / Support Engineer | Jan 2024 – Present

- Providing IT support for end-users and banking operations, ensuring minimal downtime.
- Managing system performance, maintenance, and application troubleshooting.
- Handling backups, monitoring, and ticket resolution.
- Supporting critical banking applications under ITIL processes.

Secure Byte Technology Pvt. Ltd.

CTS Support Engineer – Govt Banking Clients | Dec 2021 – Jan 2024

- Providing CTS support for Central Bank of India, Bank of Maharashtra, Punjab & Sind Bank, and SBI.
- Ensuring smooth functioning of cheque truncation systems.
- Handling server/client troubleshooting and escalations.

Forbes Technosys Ltd.

Senior Application Support Engineer (CTS) | Apr 2013 – Nov 2021

- Managed CTS applications: Inward, COBS, CS, Reports, Archival.
- Delivered user training for banking branches in Mumbai.
- Maintained backups, logs, and resolved application failures.
- Received Appreciation Letter from State Bank of Hyderabad.

PREVIOUS PROFESSIONAL EXPERIENCE

Orient Technologies India Pvt Ltd.

From July 2012 to Feb 2013 (Sr. System Administrator)

Sutherland Global Services Pvt Ltd. Mumbai.

Feb 2012 to May 2012 (Tech Support for Dell International)

Integreon Managed Solutions India Pvt Ltd. Mumbai (KPO)

From Jan 2005 to Jan 2012 (Worked as Sr. System Administrator)

NexGen Peripherals

From Jan 1998 to Jan 2005 (Customer Support Engineer)

M.H. Saboo Siddik Polytechnic

From Jan 1999 to Jan 2005 (Part Time Lab - Assistant)

CERTIFICATIONS

- CCNA – Cisco Certified Network Associate
- MCSE – Microsoft Certified Systems Engineer
- ITIL V3 Certified

TECHNICAL SKILLS

- Windows 11, Windows 10, Windows 7, Windows Server 2003/2008/2012
- MS Word, MS Excel, MS Outlook
- Outlook Express, MS Outlook
- Symantec Endpoint Protection (server & client configuration)
- LAN/WAN, Switches, Routers, Basic Firewalls

EDUCATION

- B. Com – University of Mumbai (2003)
- Diploma in Computer Hardware & Networking – Saboo Siddik Polytechnic (1998)
- S.S.C. – Maharashtra Board (1995)