

## 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)