**Imran Ali**

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**SUMMARY**

* Talented IT professional with 10 years of diverse experience and a “can-do” attitude.
* Multi-tasked and talented professional who is solution-oriented, challenge-driven, team-spirited, and able to work alone as well as with a team.
* Able to learn new tasks at an accelerated pace.
* Asset to any organization with ever-changing technologies and a constant fluctuating market where success depends on skill.
* Highly organized with a passion for IT and excellent customer service.
* Positive team motivator and leader.
* Takes great pride in work and has high personal and professional standards.

**SKILLS**

|  |  |
| --- | --- |
| * Microsoft Operating Systems * Microsoft Office (365) Admin * Desktop and Server Support * DNS, DHCP, Active Directory * Cisco Switches and Routers * Altiris Deployment Solution | * Surveillance System * Keyscan Access Control * Technology Procurement * Vendor Management * Project Management * Coaching and Training |

**CERTIFICATIONS**

|  |  |
| --- | --- |
| * CompTIA A+ and Security+ Certified * Microsoft Certified Professional (MCP) * Microsoft Certified Systems Engineer (MCSE) * CCNA Training – New Horizons * ITIL Foundation | * Linux+ Training – New Horizons * VMware VSphere 4 with VMware ESX 4 and VCenter – New Horizons |

**PROFESSIONAL EXPERIENCE**

**NRI Technology Solutions - 01/2013 – Present**

***IT Support Specialist***

* Administered the Active Directory (Active Role) for the corporate domain, including addition and deletion of accounts.
* Office 365 Administration
* Worked closely with WAN and Security Team to configure and troubleshoot Cisco routers and Switches.
* Administered Avaya Phone System.
* Maintained security and patching.
* Backed up and restored network data with VERITAS Backup Exec.
* Performed daily system monitoring to verify system integrity and availability.
* Altiris Deployment Solution: Installed desktop and laptop images, installed software and managed computers.
* Experienced with Remote Access, Log Me-In, and IBM Tivoli Control.
* Big Fix: Managed inventory (hardware and software).
* Provided technical support for two divisions: Las Vegas area for 300+ users.
* Assisted and provided technical support wherever needed and provided input to project planning activities and business.
* Responsible for vendor relationship including gathering of quotes and negotiating contracts.
* Strong knowledge of IP printing configurations, static and reserved IP addresses with-in an enterprise network.
* Assisted in discovery research and resolution of technical issues.
* Monitored and responded to phone and e-mail requests for technical support.
* Maintained help desk specific applications and assisted in refining procedures.

**Sun Gard 09/2007 – 12/2012**

***IT Specialist***

* Administered the Active Directory (Active Role) for the corporate domain, including addition and deletion of accounts.
* Provided and participated in hands on expertise and resolution on a regular basis, as well as managed the Help Desk Group and served as the escalation point for the group.
* Coordinated help desk support operations with IT support teams and managers in all offices.
* Managed the implementation of help desk related service level agreement (SLA) in compliance with industry standards to allow these teams to support external customers.
* Collaborated with customers while troubleshooting network and local hardware and wireless problems.
* Performed troubleshooting of core and insurance applications.
* Configured and validated user desktops and laptops to corporate standards.
* Used Altiris Client Management suite to maintain inventory and update asset center and patch management.
* Increased security by locking down desktop for 400+ computers for Security reasons; installed Cisco Security Agent.
* Supervised technicians for configuration and deployment for new PC equipment.
* Documented and followed up on all reported PC hardware and software problems, PC software requests, and workstation location change requests.
* Responsible for all hardware and software rollouts and maintaining storage standards.
* Supervised complaint ticketing system and followed timely resolution of all work orders.
* Installed, organized, tested, maintained, checked, and performed troubleshooting of end user workstations and interrelated hardware and software.
* Recommended and applied solutions, including on-site repair for remote users.

**CB Richard Ellis 08/2004 – 09/2007**

***Desktop Support Specialist***

* Administered Windows 2003 Server Active Directory users and computers, including addition and deletion of accounts.
* Assisted and provided technical support wherever needed and provided input to project planning activities and business.
* Installed software, modified and repaired hardware and resolved technical issues.
* Installed, set up, and configured new workstations and printers to ensure network connectivity.
* Installed, upgraded, and performed troubleshooting of hardware and software.
* Performed troubleshooting and resolved various issues with networked workstations, printers, and distributed applications on a TCP/IP based Ethernet and Cisco Wireless network.
* Worked with developers on application rollout problems.
* Configured, installed, and repaired network and local printers.
* Provided second level support to helpdesk and desktop services and worked with other IT departments if necessary to resolve escalations.
* Provided technical coaching and mentoring to junior technicians, acted as the lead support analyst, and helped coordinate day-to-day help desk activities.
* Installed and configured external devices such as CD burners, scanners, BlackBerry devices, and 3g wireless cards.
* Installed, configured, and maintained VPN networking though Aventail and Cisco configurations.
* Performed project management work during new infrastructure rollouts.
* Completed 1500+ XP upgrades.
* Performed server support in field offices during server upgrades.
* Performed Tape Backups in Field Offices.