Asim Rasool

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# Objective

# I am working in IT industry for past 10 years, highly skilled, Exceptionally Hardworking and fast learner.

# I am Eager to learn and develop a career in IT industry.

# Skills & Abilities

**Professional Skills:**

* **Windows Server 2016**, installation, administration, management (active directory, group policies, DNS, DHCP, Hyper-V and etc.)
* **Virtualization** (VMware and Hyper-V)
* Highly skilled in building, installing, maintaining, troubleshooting and repairing PC, MAC, Server, Mobile Devices hardware and software.
* Demonstrated expertise in Microsoft Windows XP, Vista, 7, 8, 8.1, windows 10,windows sever, power shell ,command line scripting, **Linux (Ubuntu),** MAC OS X and Android.
* Working knowledge of networking devices (routers, switches etc ...) and peripherals
* Intermediate user of Business management application (ERP) **Sage*.*MAS 500**
* help desk / Support using **Track it** and **Happy Fox**
* Expert in configuring, managing and troubleshooting hardware and software based RAID arrays
* Extensive experience in consumer and commercial NAS devices
* Extensive experience in backup and image management software’s
* Maintaining Customer’s DATA base and Billing/Invoicing with **QuickBooks**
* Intermediate user of Microsoft Office Applications (Word, Excel, PowerPoint and Access)

**Interpersonal skills**:

* Good customer service, Retail Sales, Outstanding communication skills to relate with team members and support workers

**Other skills:**

* Proven record to manage multiple tasks simultaneously while maintaining the quality of results, Profound understanding of technical manuals and schematics, Proven record of managing time and priorities effectively, Ability to work with and without supervision, Strong attention to detail, Good leadership and organizational skills, Able to follow directions and meet new challenges, Able to lift up to 50 lbs and more, Excellent analytical and problem solving skills.

**Language:**

* English -Professional level speaking and writing skills

# Experience

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| **NVR Production Team Lead** — Digital Watchdog CCTV | May 2015—Oct.2019 |
| * Troubleshooting hardware software issues, repairing, assembling, testing and deploying PC’s, Servers and maintaining network * Work with product management to test new, upgraded products (server and PC based NVR’s) * Write Manuals, how to instructions for customers, vendors and Tech support * Train new and current employees * Create customized Recovery Media for NVR’s (embedded recovery partition, flash drives, CD’s and DVD’s) using Acronics true image, clonezilla, Norton ghost, etc. * Supervise Assembly, Testing, Configuration, Packing of PC based (windows and LINUX), stand alone Camera based NVR's ( network video recorder's) and NAS (Network attached storage) devices * Assemble, Test and Configure, windows (Server 2016, windows 10 and 7) and Linux based 1U, 2U,3U and 4U RAID and Non RAID Rack mount servers * Work with RMA Department for NVR repairs (track tickets, log issues, queries, procedures and resolution in track-it and Happy Fox, help-desk/ support ticketing system) * Supervise product refurbishing * Follow, Implement and meet timelines for orders and repairs * Maintain inventory (Sage 500 ERP system) * Assist Technical Support Department occasionally * work with vendors to identify issues and resolve them * Report issues to management, provide feedback to make production more efficient * Prepare daily and weekly reports * Maintain documentation of production procedures, checklists etc. |
| **Desktop Support Specialist** — five star computers, Downey CA | March 2009—May 2015 |
| * Build personal and gaming computers * Troubleshoot, repair and upgrade hardware issues on workstations, desktops, laptops (windows and Mac based) * Operating system installations, virus removal ,apply update patches (windows, Linux and Mac based) * Imaging hard drives using Acronics , Norton ghost, Clonezilla and other products * Data backup and recovery (software based) * Ensure network connectivity and security, troubleshoot occasionally * Screen replacement for iPad, iPhone, iPod and android based tablets and phones * Soldering and de-soldering of motherboard components like DC jacks for laptops and charging ports on tablets and cell phones * Sell computers and laptops parts, like AC adapters, power supplies, hard drives, memory, etc. * Help customers with PC hardware and software issues * Ensure timely repair of equipment * Document troubleshooting activities and preparing technical logs and update customer with progress * Research and solve new PC related problems * Maintain inventory |

# Education

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| Associate College Degree | [2002] — [2004] |

# Certifications

* Microsoft Office (MS-Word, MS-Excel, MS-Power point, MS-Outlook)
* Web Designing (HTML, DHTML, Adobe Photoshop & Macro-media Flash)
* Computer Programming using C & C++ Language
* Web Development
* Network Essentials/ MS Windows 2000

# Leadership

While working at Digital watchdog as a Team Lead, I trained employees, implemented new procedures and modified existing procedures to make them more efficient, as a result, production increased significantly and product defect ratio decreased tremendously.

# References

[Available upon request.]