MOHAMMED IRSHAD

IT Service Engineer

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SKILLS

IT Skills: Desktop support, ITIL, CCNA networking, Windows automation and scripting, IDRAC and ILO configurations and management, Linux configurations, Network device management, Active Directory, DHCP management, VMware infrastructure configuration and management, Rack server management, Dell PowerEdge servers, HPE ProLiant servers, Windows administration, Hardware diagnostics, System backups, IT policy enforcement, Server monitoring, Network monitoring, Office 365.
Other Skills: Python, JS, C++, AHK, Flutter.

WORK EXPERIENCE

Lutfi Group of Companies   07/2024 – Present
System Administrator   Dubai, UAE

- **IT Support & Troubleshooting:** Delivered prompt Level 1–3 IT support, resolving hardware, software, and network issues to ensure minimal business disruption.
- **Server Administration:** Managed and maintained production and backup servers (Windows Server), ensuring high availability, security, and optimal performance.
- **Backup & Disaster Recovery:** Implemented, monitored, and tested backup and recovery solutions to protect critical business data and ensure rapid restoration.
- **File & Shared Drive Management:** Configured and maintained shared drives with role-based access controls to improve collaboration and data security.
- **Scripting & Automation:** Automated routine administrative and operational tasks using PowerShell, Python, AHK, and other scripting and scheduling tools, improving efficiency, consistency, and reducing manual errors.
- **Active Directory Management:** Administered Active Directory, Group Policy Objects (GPOs), user provisioning, and cross-domain user migrations.
- **Networking Support:** Performed network configuration and troubleshooting (LAN/WAN, DHCP, DNS) to maintain stable and secure connectivity.
- **Firewall & Network Security:** Managed and modified firewall configurations, including port forwarding, NAT rules, DHCP services, site-to-site and remote-access VPNs, and security policies.
- **Security & Compliance:** Enforced security best practices, including firewall administration, patch management, access control policies, and compliance standards.
- **Monitoring & Optimization:** Used monitoring tools to proactively identify issues, optimize system performance, and reduce downtime.
- **CCTV & Surveillance Systems:** Installed, configured, and managed CCTV systems and NVRs, including camera setup, network integration, storage management, and troubleshooting.
- **User Training & Support:** Conducted end-user training and provided ongoing technical support to improve productivity and system adoption.

Samsung R&D Institute India   11/2022 – 05/2024
IT Service Engineer   Bangalore, India

- **IT & Desktop Support: Provided efficient end-user support, troubleshooting hardware, software, and network issues across Windows and Linux systems.**
- **Scripting & Automation:** Streamlined repetitive administrative tasks using scripting and automation tools to improve operational efficiency.
- **VMware Infrastructure:** Designed, managed, and optimized **VMware ESX/ESXi/vSphere** environments with **vCenter**, ensuring stability and performance.
- **Server & Network Monitoring:** Proactively monitored server and network performance to detect and resolve issues before impacting users.
- **Workstation & Server Management:** Configured and maintained **DELL and HP** workstations and servers in production environments.
- **Networking:** Performed basic network configuration and troubleshooting to maintain network integrity.
- **Linux Systems:** Configured and maintained Linux systems for reliable operation.
- **Hardware Installation:** Performed rack mounting, server installations, OS deployment, and **RAID configuration** for testing and production setups.
- **User Training:** Delivered end-user training and ongoing technical support to improve productivity.

TVS-Electronics BANGALORE   09/2022 – 11/2022
DELL Field Service Engineer   Bangalore, India

- **Diagnosis and Servicing:** Diagnosed and serviced Dell laptops, ensuring optimal performance.
- **Desktop Support:** Managed setup, maintenance, and troubleshooting of Windows and Linux systems.
- **Timely Reporting:** Maintained accurate and timely service reports and logs.
- **Dell Desktop Servicing:** Provided high-quality technical support for Dell desktop units.

Reborn Software Solutions Private Ltd   08/2021 – 07/2022
Desktop Support Engineer   Bangalore, India

MAAXUS MINI HUB   08/2020 – 07/2021
Technical Service Executive   Kerala, India

EDUCATION

Bachelor of Engineering in Computer Science   06/2015 – 09/2019
Anna University Chennai   Tamil Nadu, India

Other Information

Languages: English (Proficient), Hindi (Proficient), Arabic (Beginner).

Holding an UAE driving license.

Declaration

I hereby declare that all the above-mentioned information is true to the best of my knowledge and belief.