

Nationality:

Indian

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E-Mail:

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Visa :

Job Seeker Visa (Till April 2020)

Available:

Immediately

Driving License: India

Relocate: Yes (80%)

Training & Certification:

Microsoft Certified Professional

ITIL 4 Foundation

CCNA Training

Area of Excellence

System & Network Admin

IT Service Management

Business Application

Banking Application

End User Support

Technical Skills:

VMWARE

GitHub

T24

Cisco

Jira Service Desk

10g, 11g

Putty,

WinSCP

Agile method

A/C Management Tool

Java Script

Office 365

Syed Nayeem

Objective

- With good years of experience in the IT industry, I have acquired a tremendous amount of hands on and IT Support knowledge. My current objective is to apply my technical knowledge and IT Operations skills to help lead a competitive growing company to a new level of success and guide them towards a new age of advanced technology.

Professional Experience

DICETEK [Dubai , UAE]

IT Support – Bank Sector

Sep 2017 to March 2019

Client: 100+ Users

Client Location: First Abu Dhabi bank, Abu Dhabi, UAE.

Support Scope: IT Ops Support, Vendor Support, End user support.

- Responsible for monitoring the active Jira help desk ticketing system and timely resolution of end user issues hardware and software requests.
- Ensure employees have the hardware and software they need to be productive while maintaining an environment that is secure. Systems administration for mostly SaaS applications including new hire on-boarding accounts and hardware provisioning orientation and off-boarding.
- Provide friendly, timely and high-quality IT support to internal and remote team Identity and Access Management for the clients. Single Sign on Integration.
- Hardware Procurement, Inventory Mapping and Maintenance.
- Created, updated and maintained document workflows, user resources and IT processes. Working with Security team on IT policies including security, email, accounts, passwords, compliance.
- Enterprise Application integration in Cloud Environment. Exchange DLP Solution.
- Responsibility for 7 desktop engineers, Participated in SIT, UAT, UAT2, DR1, DR2, PRE-PROD & PROD Project.
- Flexibility and willingness to work shifts

Supplementary Contribution:

Client: SaaS application support - Google Apps, Slack, Zoom.

Tool knowledge: GitHub, Miro, Data studio, Big query ,Jira, Lokalise.
Jira Service Desk Implementation for CORE IT support.

MEA Resource [Dubai, UAE]

Desktop Support Engineer

Nov 2015 to Aug 2017

Client: 50+ Users

Client Location: Mawarid Finance, Dubai, UAE.

Support Scope: Card Printing, IT Ops, Card Sales, Customer Service, Finance, Production.

- Arranging PC's and associated hardware, peripherals and software to users under direction of the Business Systems and Process Manager.
- Supported Migration of Office 365 and maintain Clients User profile.
- Administrate infrastructure, including firewalls, databases, malware protection software and other processes.
- Pivotal technical resource with prospective to determine the needs, conduct Client's Request for Proposition review, technical assessments, Implement IT solutions and resolving business-critical issues on Cloud and on-premise solutions.
- Administrate the Network Infrastructure 2nd Level Escalation Support for Critical Financial business application.
- Receiving in bound calls & recording technical (H/W, S/W), Oracle (Core banking), WPS, CASHMAX, CASHEXPRESS, WESTURN UNIOUN, CRM, ERP, application support calls from the users.

Oracle DB Support:

- Handling oracle DB user creation, Debug's, spool file running management.
- Providing L1 support to DB Administrator, User Creation, Data Base health monitoring on daily bases.

- Managing team of 7 desktop engineers who is responsible for desktop and technology support.
 - Responsible for client communication related to IT services and delivery.
 - Providing 1st and 2nd Level IT support to End User's Computing Environment and provide effective support using BMC Remedy force Ticketing system.
 - Chair Weekly & Monthly service review meetings with internal & external stake holders, Maintain Service Desk Documentation, Meeting Room Support including Video Conference.
 - Build and maintaining vendor relationships and manage the purchase of hardware and software products and IT assets inventory and spares.
 - Managing WIFI accounts using Aruba control panel; account creation, suspension, deletion, and extension based on the client requirement.
 - Nano CMS EOD, EOM & EOY for MAWARID TECHNOLOGY, Uploading ERP files.
- Anti-virus Administration:** Handling McAfee console & monitoring the system if anything is affected, resolve the same.
- Data Center Maintenance:** Monitor the data center temperature, Servers & Network Status, participate in Migration of Data Center at our new branch.
- Nano CMS (Customer Management Switch):** Managing the Nano Switch activities like Debit transaction Intergrading, Encrypting & Decrypting file for MAWARID TECHNOLOGY.

InknowTech, [Banglore, India]
Desktop Support Engineer

Sep 2014 – April 2015

Client: 200+ Users

Client Location: Mphasis, Bangalore, India.

Support Scope: Windows, Application & Networking, BPO, MetLife, CRM.

- Provides 24x7 support for critical business units with windows & Unix application servers.
- Facilitate and administered ITIL based service support and technical account management in the coordination of incident ownership and customer account management on a 24x7basis.
- Installing and configuring computer hardware, operating, Handle printer issues and contact AMC for Service, Monitoring backup and recovery, Remote Access, client communications, Preventative Maintenance, Install, upgrade, support and troubleshoot Windows, Printers, Antivirus, Data center, Windows XP, 7 ,8, 10.
- Diagnosing and solving hardware or software faults.
- Handle printer issues (and contact AMC for Service)
- Monitoring and maintaining computer systems and networks (Internet access, Firewall, Wi-Fi, DNS, DHCP, AD, Router, Switches, VLAN, Access Points, etc.)
- Monitoring and maintaining backup and recovery.
- Reporting (IT inventory/Monthly Reports, Daily reports etc.)Manage financial aspects of the IT Department, including purchasing, budgeting, and budget review.
- Installing, Configuring, and Administering Microsoft Windows Operating Systems and server 2008/2012.
- Providing support, including procedural documentation and relevant reports (solving bugs related to MS Office, Windows, Drivers, Hanging, Slowness, Format etc.)
- Talking staff through a series of actions, either face to face or over the telephone to resolve issues.
- Setting up new users' accounts and profiles and dealing with password issues.
- Taking ownership of assigned tasks and seeing through to completion (escalating and managing, if appropriate)
- Prioritizing and managing multiple tickets at one time.
- Responding within agreed time limits to call-outs.
- Rapidly establishing a good working relationship with customers and suppliers.
- Installing and configuring computer hardware, operating systems and applications.
- Support and administer VoIP devices/Servers (Avaya/Cisco telephony).
- Troubleshooting system and network issues.
- Diagnosing and solving hardware or software faults.
- Handle printer issues (and contact AMC for Service)

- Monitoring and maintaining computer systems and networks (Internet access, Firewall, Wi-Fi, DNS, DHCP, AD, Router, Switches, VLAN, Access Points, etc.)
- Monitoring and maintaining backup and recovery.
- • Reporting (IT inventory/Monthly Reports, Daily reports etc.)Manage financial aspects of the IT Department, including purchasing, budgeting, and budget review.

Synovate Technologies, [Bangalore, India]

June 2013 – August 2014

Hardware & Network Engineer

Client: 200+ Users

Client Location: Canara Bank, Bangalore, Chennai, Andhra Pradesh.

Support Scope - Windows, Bio Metric Configuration, Installation.

- Maintain computer cabinets, storage rooms, PC inventory and Setup desktop computers and peripherals and test network connections.
- Providing support to client & resolving the technical issue, assembling the PC's, troubleshoot System and Network problems and diagnosing for solving hardware/software faults.
- Identify network errors in the Domain environment.
- Desktop & Servers Installation, Configuration, resolving access point installation, configuration & troubleshooting.
- Managing the local/Network printers, Switches and other IT equipment at the site and Hardware installation, testing, cleaning, troubleshooting, repair and maintenance.
- Taking the users backup as per there request, monitoring the daily backup & CCTV recording status.
- Maintaining the Asset Inventory as per our organization structure for all the Hardware & Software usage.
- Support service integration of new customers into the data center & Network, managing application of changes into the existing customer services, ensuring resolution of customer incidents, problems or issues.
- Provide periodic report to the Manager on helpdesk calls, hardware and software installation.
- Service management of incidents, problems and change. End User support – Windows & LAN/WAN Administration.

Education Qualifications:

Jawaharlal Nehru Technological University, Kakinada.

Bachelor's in Electronic & Communication

Language Knowledge: German -A1 (Professional) , English, Urdu, Hindi, Telugu.