Amir Syed Zargar

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PERSONAL STATEMENT	Highly motivated **IT, Network & Technical Support Engineer** with 5 + years of experience in the field. Skilled in managing and troubleshooting various IT systems, networks, and hardware. Proven ability to effectively communicate and collaborate with team members to ensure smooth operations. Seeking an opportunity to contribute my expertise and drive organizational success in a challenging IT management role
PROFESSIONAL PROFILE	- Network & Technical Support Engineer with Expertise & Experience. - Strong Technical Concepts of Routing, Switching, Troubleshooting H/w & S/w Issues. - Know-How of Prompt Engineering for AI like ChatGPT, Midjourney and alike, for improved efficiency of my work.

CURRENT JOB PROFILE

- Working as Assistant **IT Manager** at Jammu & Kashmir Small Scale Industries Development Corporation (JKSICOP), a Government of India Undertaking.
- **Managing IT Systems and Networks** by providing the comprehensive management of IT systems and networks, ensuring their optimal functionality and security.
- **Providing Technical Support** to address and resolve hardware and software issues promptly, minimizing downtime and disruptions.
- **Collaborating for Smooth Operations**: Working closely with cross-functional teams to ensure seamless operations, particularly focusing on:
  - **ERP Support**: facilitating the smooth functioning of the Enterprise Resource Planning (ERP) system. Assisted team members and employees in effectively utilizing and managing the ERP, offering guidance and troubleshooting as needed.
  - **GST and Income Tax Compliance**: Assumed responsibility for managing GST and income tax-related matters. This encompassed timely filing, generating challans, and collaborating with audit teams or auditors to provide necessary information and ensure compliance.
  - **Raw Material Pricing**: Contributing and collaborating significantly with the accounts team to establish competitive rates for raw materials through rigorous cost analysis.
  - **Monthly Reporting**: Preparing and delivering monthly progress reports and income-expenditure statements to the head office. This involved close collaboration with the accounts and cashier departments, as well as efficient utilization of the ERP system to compile and present data.
  - **AI Integration for Enhanced Efficiency**: Continuously leveraged AI, including ChatGPT, to solve complex daily work challenges. This proactive approach significantly increased work efficiency, outperforming peers, saving valuable time, and allowing for a focus on personal upskilling and continuous learning.

PREVIOUS JOB PROFILE

- Worked as **Technical Support Engineer** in **Srinagar Net Tech Pvt Ltd (WISP)**, Srinagar (J&K) India.
- Reporting to Manager for Operation & Maintenance.
- Handling the Customer Queries and problem related to their Internet Connectivity.

- Demonstrated problem analysis / resolution skills, ability to troubleshoot, solve problems quickly & completely. Adept at mapping client's requirements, custom designing solutions & troubleshooting for complex IT / networking related problems.
- Thorough expertise in system and network administration; installation and configuration of IT networks, maintenance, troubleshooting and user management with expertise in installation, up-gradation, configuration, and support of LAN, WLAN, software/ hardware, printers, scanners, peripherals and other network devices.
- Demonstrated capabilities in providing technical support and structuring customized solutions to meet customer's specific needs. High-performing with proven professional diligence & calibre in Hardware Networking, System Administration, Troubleshooting, System Configuration & Technical Support Operations targeting optimal operational performance.

EDUCATION

Masters in Information Technology
Islamic University of Science & Technology, 1-University Avenue, Awantipora, Pulwama, Jammu & Kashmir, 192122, India
Post Graduated April 2014

Bachelors in Computer Application
University of Kashmir, Hazratbal, Srinagar, Jammu & Kashmir,India,190006
Graduated 2011

CERTIFICATIONS

Cisco Certified Network Associate (Cisco ID		ISSUED BY		ISSUED TO		ISSUED ON		EXPIRES ON)
CSCO13152152	Cisco	Amir Zargar	20 Mar 2017	20 Mar 2020

MCSA Server 2012 R2 –Active Directory (Academic Only).

RELEVANT PROFESSIONAL EXPERIENCE

- Worked with Rooman Technologies (An ISO 9001:2000 Company) as **Network Support Engineer** from 01/09/2014 to 30/04/2015.

- ✓ **Internship**
  LeLafe IT Solutions Pvt. Ltd. (Srinagar)
  Oct 2013 – Nov 2013 (2 months)

TECHNICAL SKILL SET

- **Cisco Technologies**: Cisco 2950, Cisco 3725, Cisco 3750, Cisco 7200, Cisco 2950, 3550, 26xm 2821, 3560.
- **Connectivity**: DNS Servers, DHCP Servers, Ethernet, Fast Ethernet, WAN, LAN, TCP/IP, RAID systems.
- **Network Technologies**: CDP, Frame-relay, PPP, Access Control List (ACL), Network Address Translation (NAT), Port Address Translation (PAT), RIP, OSPF, EIGRP, VTP, SMTP, ARP, TCP, UDP, Static Routing, NBMA, VLAN, VTP, HSRP, STP, Etherchannel, BPDU, Port fast, PoE, Port Security, MAC Address Filtering, SSH, TELNET, VPN, Vlan's , Crimping, RF/Sector/QRT/Metal Configuration and Fiber Optics Splicing.
- **Network Monitoring Tools**: Winbox 2.0 & beyond, Dude Server, Wire shark.
- **Network Simulator /Emulator**: Gns3, Cisco Packet Tracer.

- **Desktop Technologies**: Windows 98/2000/XP/VISTA/7,8/8.1/10, Microsoft Office Suite, Chrome, Scanners, Desktop and Networked Printers.
- **Hardware**: Microtik SXT, Microtik Sector, Microtik QRT, Cisco Routers & Switches, Wireless Outdoor Unit.
- **Software:** Ms Office 2k3/2k7/2k10,Corel Draw(Basic),Marg.
- **Programming Languages Used or Familiar With:** c, c++, data structure through C, HTML, CSS, ASP.net, C#, VB.net, SQL using MS-SQL server & MySQL.
- **Cloud Technologies:** SharePoint, One drive, Office 360,
- **Virtual Machine Technologies Used:** VMware, Virtual Box.
- **Server :**

    → Installation, Configuration & maintenance of Microsoft Server 2012 R2.
    → Installation, Configuration & maintenance of Active Directory for Server 2012 R2.
    → Configuring "DNS" Server.
    → Creating group policies, user accounts, computers, organisational units (OU) etc.
    → Creating child domain, tree, Forest, BDC.
    → Configuring Print Server, Backup and Restoration of AD.
    → Configuring Advanced Windows Firewall Setting & Hyper V.
    → Configuring Sites & Servers, Domain & Trusts.

OTHERS EXPERIENCE & Certifications:

- Intermediate Digital Marketing Experience: Worked as a freelancer, managing digital marketing campaigns for multiple clients.
- Part time Android / Apple mobile for Repairing solving H/w and S/w issues.
- Intermediate Level of experience of providing Design Solutions / Logos using Photoshop .

Certifications:

- **Google Digital Marketing Certification**
    Issued: 26/04/2023
    Certificate ID: D8K CVL 3Y6
- **Mobile Handset Repair Technician Certification**
    Issued by: Unifiers Social Venture Pvt Ltd
    Certificate ID: 1089052
    Date of Issue: 05/07/2022
- **Photoshop Intermediate Level Certification**
    Issued by: Edicba
    Certificate ID: 41F44G930
    Date of Issue: 19/09/202