##### **Md. Asfak**

F- 120 khanpur Village New Delhi

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Seeking assignments in Network Infrastructure/ System Administration/ Technical Support/ IT Security with a technology driven organisation of repute.

PROFESSIONAL PROFILE

* Result-driven professional with over 6 years of qualitative experience in Windows/Networking Systems Administration and Technical Support.
* Working as **Technical Support Engineer** with ***PC Solution Pvt. Ltd.*** Client side at **Engineers India Limited (E.I.L.) R&D Complex Sec-16 Gurgaon.**
* Insightful knowledge in Desktop/server management, network planning & implementation (LAN, WAN), configuration of Servers, maintenance of hardware, User account administration.
* Possess knowledge about transparent bridging involving the Ethernet, 802. 11b & 11a Wireless Networking.
* Knowledge of routing protocols including RIP (1 & 2), IGRP, OSPF, EIGRP.
* An effective communicator with strong team management, analytical and problem-solving skills.

COMPETENCIES OVERVIEW

**Network Profile**

* Designing, implementing and supporting networks.
* IP addressing and sub netting, Routing concepts.
* V LAN configuration, switching etc.
* Knowledge of Network Cabling.
* Leading the team of technical professionals during the development stages.
* Maintaining, updating the redundant LAN Design for achieving no downtime.
* TCP/ IP Engineering DHCP, I P polices, source based routing. Access lists.

**System Administration**

* Installing and configuring the Windows 2003/2008/2012 servers for optimal performance.
* User administration, Adding/deleting/creating/modifying user account.
* Maintain & Troubleshoot Desktop PC’s, Network Devices and other equipment (peripherals) that connect to computers.
* Installation & maintenance of Desktop, Thin Client workstations, servers, backup devices and peripherals.
* Installation & Basic Troubleshooting of Network printers like HP 1022, HP 2800, HP 5550, and HP 9040 MFP
* Mail Client support to users for MS Outlook
* Designing the Backup Strategy for the sites for backups as well as restoration. Ensuring scheduled/unscheduled Backups as per backup plan.
* Installing and Configure AD DS, DNS, DHCP, IIS.7 etc.
* Creating Reservations for DHCP client machines,
* Managing User Security and Disk Space to file server.

**EDP/Facilities Management**

* Interacting with various vendors for sourcing products and solutions and for closure of calls of certain machines, which are supported by them.
* Maintaining an Asset database for the customers and update at regular intervals.
* Tracking asset movements and ensuring software and hardware assets are within control.

#### Technical Support

* Oversee Helpdesk Management, involving attending to and addressing technical queries put forth by internal customers and ensuring satisfactory resolution of the same.
* Ensuring that the met with the vendors as well as customers.

CAREER HIGHLIGHTS

Since August 2009 with Pc Solution Pvt. Ltd, New Delhi to Till Now

* Handling different teams from different vendors, in the phase of migration, installation.
* Configuration and Administration of Multi-Video-conferencing on MCU devices over MPLS and Internet.
* Provide troubleshooting support to maintain all network systems and monitor them proactively to ensure that production downtime is minimized
* Communicate effectively with all members of the IT support team, projects team, vendors and internal customers from the business processes
* Leading the team of technical professionals during the development stages.
* Maintaining, updating the LAN at site.
* Maintenance of HP ,Cisco Switch Configurations
* Managing TCP/ IP allocation and ensuring minimal downtime of IT Resources.
* Installing and configuring the Windows 2003/Windows 2008/Windows 2012 servers for optimal performance.
* Configuring Redundancy in the servers for fault tolerance with User Security and Disk Space management to optimize the server utilization.

EDUCATIONAL CREDENTIALS

Graduation from **B.R.A. Bihar University** MUZAFFARPUR. **(2003-2007).**

CERTIFICATIONS

**14 Months Diploma in computer hardware and networking (JCHNP) from Jet king Info train Ltd. South Extension, Delhi.**

**HP Certified- HP2-H08 (HP Desktops, Laptops and Workstations).**

TECHNICAL PURVIEW

## Familiarity with Transparent Bridging, Switching, Static/Dynamic Routing, Multicasts TCP/IP, RIP (V1 & V2), IGRP, EIGRP, VLANs, ISDN (BRI, PRI), PPP.

## Installation, Configuration and management of Active Directory Service, WDS, DHCP.

## Familiarity with Cisco, HP, Dell and Aruba Products.

**Personal Details:**

Name: MD. ASFAK

Date of birth: 13th JAN 1986

Marital status: Married

Nationality: Indian

Language knowledge: English, Hindi,

Gender: Male

My hobbies: Listening music, Watching Cricket& Surfing internet

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: New Delhi (Md. Asfak)