# MOHAMEDALI.A

**Thanthai Periyar Lane, Nellikuppam Tamil Nadu, South India**

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## PERSONAL SUMMARY:

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing hardware&network problem and also knowledge of IT operating systems, especially Windows, Exchange and Citrix. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.



## AREAS OF EXPERTISE:

* LAN/WAN/NOC Administration
* Project Management
* Information Systems Audits
* Technical Support Management
* Asset Management
* Biometric Management



## KEY SKILLS AND COMPETENCIES:

**System Administration**

* Advance hardware&Advance networking HCL certified Engineer.
* Expert knowledge of Microsoft Client and Server Operating System.
* Knowledge of monitoring tools.
* Hands on experience in Fusion Cloud Desktop Solution.
* Handling Exchange Server 2007, 2010, 2013.
* Document and track issues via a ticketing system.
* Server hardware planning & implementation, troubleshooting and maintenance.
* Extensive knowledge in Computer Hardware.
* Microsoft license volume management.
* Understanding of the role of a system administrator.
* Able to multitask in dynamic environment.
* Good troubleshooting skills.

## Personal

* Clear and logical thinking skills.
* Strong desire to succeed.
* A self-starter, who is willing and able to learn quickly



## WORK EXPERIENCE:

**Bin Dawood Group of Companies (Jeddah, KSA) IT ADMINISTRATOR May 2011 – May 2018**

* Support end-users on MS Office; Win XP/W7/W8/W10& -Mac, Outlook and VPN remote access.
* Assist with AD and Exchange with branch offices related issues.
* Designs, administrates, and supports systems, networks, and application infrastructure (e.g. LAN/WAN, firewalls, routers, systems security, global email systems)
* Cisco & 3com network phones configuration & installation.
* Manage all new install projects for servers, switches.
* Installation, administrating and maintaining server2003/2008/2012 and LAN network equipment to ensure high availability and high performance of the systems.
* Advanced monitoring, administrate, troubleshoot, and manage infrastructure based systems
* Providing technical support to desktop PC & laptop users/Assist in testing, implementation & troubleshooting of Thick Client program &server system.
* Maintain and update technical support document, IT report and policy.
* Manage telephone system and Video conference device.
* Configuration &maintaining NCR &IBM pos.
* Create VLAN Email Configuration Pop3 same as SMTPOWA webmail DHCPDNS.

## OTHER ASSIGNMENT (FIN) & (PURCHASE)

* Work closely with Asset Management and Purchase teams.
* Assist in the establishment of policies and procedures for maintaining an accurate inventory of IT assets, including cost, location, assignment, and configuration.
* Assist in the design, implementation and administration of processes and systems for management of IT assets.
* Works with other IT functions to identify and document procurement requirements and create requisitions for IT purchases.
* Identify differences between machines reporting in the asset management tool and the discovery tool.
* Performs audits of all IT assets throughout the enterprise.

## Merrill Technology services (Chennai, TN, INDIA) IT SUPPORT ENGINEERJuly2010-Apr2011

* To provide first class customer service and support to customers.
* Installs selected software, maintaining proper security levels and access rights.
* Ensures the quality of systems operations in all areas of the company, by communicating with all levels of systems users and offering direction and assistance, as needed.
* Coordinates workflow, to ensure effective overall operations in the Information Technology Department.
* Consults with system users on specific project requirements, designating priority and scheduling project.
* Managed and created Active Directory accounts, network shares, and printing services.
* Setup audio visual equipment, including projectors and microphones across linked conference rooms.
* Weekly report hardware & network status to dep’t manger/director.



## RAS Solutions (Cuddalore, TN, INDIA)

**IT HELP DESK SUPPORT Jun2009-Jul2010**

* Provided computer helpdesk support via telephone &direct communications with end-users.
* Performed diagnostics and trouble shooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
* Achieved the highest levels of productivity, handling over 600 calls per week and averaging 90 calls daily.
* Escalated issues as needed and maintained communication with customer and Technical teams, extensively utilized Remedy to record and track issues.
* Assistance with training of staff and compiling procedural documentation.
* Assisted users with policies and procedures for setting up conference calls, new accounts, web/network presentations and voice mail.
* Independently designed new staffing schedule to improve night time coverage and reduce cost of overtime.
* Demonstrated exceptional skills in professional are mandatory responsiveness across a wide variety of areas.



**ACADEMIC QUALIFICATIONS:**

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| --- | --- | --- |
| **HCL A+&N+** | **Advance System Hardware & Advance Networking** | **2009-2010** |
| **Anna University B.Tech** | **Information Technology** | **2005-2009** |
| **Krishnaswamy Matric** | **Computer Science** | **2004-2005** |
| **PERSONEL DETAILS:** |  |  |

### Father’s Name : J.ASATHULLAH.

* Marital Status : Married.
* Date of Birth : 09thDec1987.
* Nationality : Indian
* Driving License: India



**Declaration:**

I hereby affirm that all particulars mentioned in this document are true to my knowledge and belief.

Date: Yours faithfully,

Station: (Mohammed Ali.A)