**Mohd Niyaz**

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**IT Infrastructure Operations / Technical Support**

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| **Objective:** |
| *To seek a lead Position in IT Infrastructure Service Delivery, operation, Transition Management and utilize my skills for the growth and development of the Organization.*   |  | | --- | | **Professional Training & Certification Achievements** |      * ***Completed training on Windows Server 2008*** * ***Completed training on EMC Legato Networker8.0***  |  | | --- | | **Synopsis**: |  * **Pursuing MCA from correspondence and having 6 years of core IT experience.** * Ability to lead a team and communicate with all levels in the organization, including Top management & Technical teams. * Excellent IT operation & service delivery managerial skills. * Good listening and consultative skills. * Comfortable working effectively in a rapidly changing environment. * Proven track record of providing leadership in IT operations focused on Operations, back office environment, End-User computing. * Experience of working in a Global organization with the ability to effectively work in a matrix & vertical organizational model. * Good understanding and familiarity with ITIL framework. * Ability to balance business requirements and needs with technical deliverables.  |  | | --- | | *PROFESSIONAL SNAPSHOT : (****A technocrat with 6 years of experience in):*** |  1. *Sr. Associate at HCL InfoTech Pvt. Ltd. From August-16 to Till now.* 2. *Associate at Chaque Jour HR Services Pvt. Ltd.* *from Feb-13 to July-16.* 3. *Technical Support Engineer at Wipro Info Tech (Apex Services) from Nav-2010 to Jan-2013.* |
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* + **Currently associated with HCL InfoTech Pvt. Ltd.** **For the client Unique Identification Authority of India, Regional Office, Lucknow (Ministry of Communications & IT, Govt. of India) as a Technical Support Engineer.**
  + Hands on experience on **managing Windows based Servers e.g. Win 2008/2003, Exchange Server 2010, Active Directory, DNS, DHCP, McAfee Antivirus Server.**
  + Hands on experience on **managing Server’s.**
  + A keen planner & implementer with demonstrated abilities in Server Administration, IT infrastructure planning and management for streamlining IT related operations.
  + Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs.

##### Functional

* **Systems Administration:** Imparting training to end-users in the post-implementation phase. Handling installation & configuration of operating systems, applications, servers & workstations.
* **Incident Management:** Monitoring the incident assigned to Windows Admin Support Engineer and ensuring all the calls should resolve within SLA.
* **Technical Support:** Troubleshooting problems pertaining to performance tuning, network administration, application conflicts and System Bugs. Sending Reports to Higher Management related to Daily Calls/Vendor Calls & Performance/Monthly MIS Report/Monthly IMAC report/weekly RCA for SLA breached Calls. Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of Hardware / Software.

##### CAREER SKETCH

***HCL InfoTech Pvt. Ltd*.:** **-Feb’13 – Till Now**

***Deputed at UIDAI, RO, Lucknow****, Uttar Pradesh as* a Technical Support Engineer.

* Functioning as a Technical Support Engineer for Windows Admin support and handling an Enrolment Agencies more than 80.
* Addressing L2 support level calls related to Windows Group and overseeing the functions pertaining to creating, configuring, managing and troubleshooting Group Win 2003/2008, Active Directory, DNS, DHCP.
* Assembling and disassembling of PC’s.
* Good working knowledge in Installation, Troubleshooting& Configuration of Outlook & Lotus Notes.
* Troubleshooting and Resolving IT Helpdesk tickets on daily basis within IT SLA time limits through Service Desk Tool.
* Windows formatting, installation of windows 98, 2000, XP and Vista.
* Local and Network Printer installation.
* Other software installation like MS-office., Antivirus, WinZip, Acrobat reader etc.
* Ownership for IT needs of the Regional office of the UIDAI:
* Study IT needs of the UIDAI Regional Office and ensure key deliverables in IT are met
* Manage IT professionals who support the Regional Office of the UIDAI.
* Interface with IT Firm and MSP engaged by UIDAI for implementation of the project, as and when asked for.
* Operations and maintenance of the IT Systems, hardware, printers, Software applications, LAN, communication room etc.
* Vendor management activities for desktops/laptops/network/communication equipment/ data cards etc.; manage licenses/renewals/upgrades and SLA compliance as required for all of the above.
* Supervise/undertake enrollment data upload from the Regional Office networks to CIDR; own troubleshooting and escalation of IT related issues with vendors, MSP and CIDR.
* Support the technical helpdesk of CIDR as relates to the Regional office, and monitor issues for resolution
* Interact on all IT related matters with UIDAI appointed Registrars for enrolling residents including sub-registrars and enrolling agents appointed by Registrars so as to resolve IT issues
* Migration of approx. 5 physical servers onto Dell Power Edge server as VM using Hyper V for maximizing server hardware utilization.

**Wipro Info Tech (Apex Services):** **Nov’10- Jan’13**

***Deputed at HMEL and IBN7, Noida film city****, Uttar Pradesh as* Desktop Support Engineer.

**Accountabilities**

* Functioning as a Desktop Support Engineer for Windows Admin support and handling a team size of 15 including System Admin & Datacenter backup operation engineer.
* Addressing L2 support level calls related to Wintel Group and overseeing the functions pertaining to creating, configuring, managing and troubleshooting Group Policy objects (GPOs)/ Win 2003/2008, Exchange Server 2010, Active Directory, DNS, DHCP.
* Administering Symantec Endpoint protection and coordinating at all location.
* Managing 100% compliance for IT security related activities for servers (Incident SLA management/Patch Management/Antivirus Management/Admin ID Password Management.
* Troubleshooting server h/w issues & coordinating with vendor for servers H/w device drivers and Firmware version up gradation related activities. Assembling and disassembling of PC’s.
* Good working knowledge in Installation, Troubleshooting& Configuration of Outlook & Lotus Notes.
* Troubleshooting and Resolving IT Helpdesk tickets on daily basis within IT SLA time limits through E-Helpline Tool.
* Windows formatting, installation of windows 98, 2000, XP and Vista.
* Local and Network Printer installation.
* Other software installation like MS-office., Antivirus, WinZip, Acrobat reader etc.

##### SCHOLASTIC

* **B.Com (Commerce)** from Kisan P.G. College, Behraich, Dr. Ram Manohar Lohia University in 2009.
* Diploma in Computer Operating Programming assistant from Government ITI.
* Completed training on Server 2003 MCSE (Microsoft certified System Engineer).

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| **Personal Information** |

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