Safiya Hyson D’Souza

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**To have a career full of commitments, innovations, technical excellence and good human relationship,**

**In your esteem organization where I get an opportunity to bring out the best of my creativity and technical Knowledge.**

**PROFESSIONAL SYNOPSIS**

* An astute professional with **nearly 7 years** of experience in the training industry in diverse ICT training platforms emerging into the current market.
* Working as a Senior Microsoft Corporate trainer on Microsoft bases environment in Training, Administration and Management of Technologies like Windows Server Systems, SharePoint and Concepts of Virtualization.
* Comprehensive understanding of Microsoft related technologies that includes windows server 2003, 2008 R2 and 2012 R2, SharePoint 2010 & 2013, windows Hyper-Visor & other virtualization platforms, O365 – Exchange Online & SharePoint Online, System Centre 2012 Suite that includes Virtual Machine Manager.
* Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions, and troubleshooting hardware issues for complex information systems management.
* An effective communicator with exceptional relationship management skills having potential to communicate technical information to technical and non – technical audiences, improvising curriculum and style to meet diverse audience needs.
* High energy, confident professional with an infectious enthusiasm for technologies.
* Experience of working in multi-lingual and cross-cultural environments.

**PROFESSIONAL CERTIFICATIONS**

* Microsoft Certified Solution Associate (**MCSA**)
* **MCITP** 
  + Enterprise Administrator
* **MCTS** 
  + Sharepoint server 2010, configuration
  + Windows Server 2008 Application Platform Configuration
  + Windows Server 2008 Active Directory Configuration
  + Windows Server 2008 Networking Infrastructure Configuration
  + Microsoft Internet Security and Acceleration (ISA) Server 2006, Configuration
  + Microsoft Exchange Server 2007, Configuration
  + Windows Server Virtualization, Configuration
  + Microsoft Windows Vista – Configuration
  + *Microsoft Deployment Toolkit 2008, Deployment*
  + *Windows Server 2003 Hosting, Configuration and Management*
* **MCSE** 
  + Microsoft certified System Engineer Messaging
  + Microsoft Certified System Engineer Security
* Microsoft Certified System Engineer Windows Server 2003
* Microsoft Certified Trainer since 2008
* Microsoft Certified Professional ID: 6090789

**SOFTWARE / TECHNICAL SKILLS:**

* **Programming** in Visual Basic, PowerShell v1.0, v2.0, 3.0, Azure AD module.
* Assembling of computers, cabling and crimping of network cables for SOHO office and cyber cafés.
* **Installation of standalone operating systems**
  + 95, 98, ME, 2000, XP, DOS, Vista & Windows7, windows 8 & 8.1.
  + MS Office Packages: Office-97, 2000, XP, 2003 ,2007, 2010 & 2013.
* **Installation, Configuration, Management & Troubleshooting of Network Operating Systems**
  + Windows 2000,Windows 2003, Windows 2008 R2, windows server 2012R2 with Application Packages (Microsoft Exchange Server 2003, 2007, 2010 & 2013 and System Center Virtual Machine Manager 2012, SharePoint Server 2007, SharePoint Server 2010, SharePoint Server 2013).
* **Configuration, Management & Troubleshooting**
  + Active Directory management, DNS, DHCP, Exchange, Trust Relations, windows Backup’s, IIS, WSUS, ADM, SAN, DFS, Disaster Recovery, certificate services, Sites & Services, Group Policies, VPN, Hyper –V, Azure Backup, data protection manager 2012 and RADIUS server in a LAN /WAN environment on windows platform.
* **Installation, Configuration, Management & Troubleshooting**
  + Virtualization applications like SCVMM and Hyper-V.
  + Microsoft Office SharePoint Server 2010, SharePoint Server 2013
  + Deploying Windows Server 2008 using SCCM 2007 & 2012
  + Implementing Microsoft Azure ,
* **Monitoring:**
  + System center Operation manager 2007 and 2012 r2.
* **Security:**
  + Maintaining and securing end point systems using Symantec End point protection
  + Maintaining and securing end point systems using Kaspersky Antivirus.
  + Maintaining and securing end point systems using McAfee ePO server.
  + Install, configure and deployment of Fore front TMG 2010.

**KNOWLEDGE DOMAIN**

***Systems Administration***

* Installing workstations & servers, handling server administration, network services & peripherals, encompassing:
  + Installing, configuring and administering Microsoft XP Professional, windows Vista, windows 7, and windows 8.1.
  + Implementing, managing and maintaining Windows Server 2003, 2008 R2 & 2012 R2.
  + Planning, implementing and maintaining a Windows Server 2003, 2008 R2 & 2012 R2 Network Infrastructure and Windows Server 2003, 2008 R2 & 2012 R2 Active Directory Infrastructure.
  + Designing Microsoft Windows Server 2003, 2008 R2 & 2012 R2 Active Directory and Network Infrastructure.
* Maintaining the IT Infrastructure, encompassing installation, migration and configuration of network client workstations. Managing local and domain wide groups.
* Designing the backup strategy for the sites and ensuring scheduled/ unscheduled Backups as per backup plan. Handling data restoration and maintaining diaster recovery plans.

***SharePoint Administrator***

* Installing SharePoint 2013, SharePoint 2010, Sharepoint 2007
* Creating farm, Sites, list and Library
* Adding Columns, Creating And Editing Forms
* Working on SharePoint 2010 & 2013 Backup criterias.
* Creating Workflow by using SharePoint 2010 & SharePoint 2013.
* Integrating feature Solutions And Sandboxed Solutions
* Managing Central Administration Site
* Working on SharePoint Permission, Creating Permission Level
* Working on Office Web App in SharePoint 2010 & SharePoint 2013.
* Logging And Reporting
* Modifying Master page
* Intergrated language packs with Sharepoint 2010 SharePoint 2013.

***Networking Projects***

* Handling network planning, design, installation and configuration.
* Managing IP allocation and ensuring minimal downtime of machines using IP address manager suite in windows server 2012 R2.
* Installing and configuring the hardware/ software/ mail servers, ensuring optimal performance.
* Configuring redundancy in the servers for fault tolerance with User Security and Disk Space management to optimize the server utilization.

***Technical Support/ Troubleshooting***

* Conducting periodic reviews with the customer. Analyzing calls and their trends to take proactive measures to reduce knowledge-based calls.
* Suggesting improvements in the operations and processes to make the system foolproof.
* Handling troubleshooting and repairs of all computer hardware, security systems, electrical & electronic equipment and security systems.

**CARRIER DETAILS**

**May ’12 – June ’13 Sr. IT Trainer / System Administrator, BIET, Al-Hoora - Bahrain**

* **Key Responsibilities and Job Duties**

Instructing Courses with the excellent quality that BIET clients expect from the company following training standards and procedures highlighted in the TTT program.

1. Delivering CORPORATE TRAINING for Corporate Clients of BIET in Kingdom of Bahrain which including but not limited to are - Prime Minister Court, National Guards, Ministry of Health, and Ministry of interior.
2. Keeping current with dynamic changes in the technology industry and staying abreast of new technologies in the designated specialization.
3. Constantly building and enhancing knowledge base by utilizing various educational resources and by completing vendor certifications as per the business requirements.
4. Collecting and submitting all necessary course / students documents to maintain accurate administrative records in a timely manner.
5. Sharing knowledge with other instructors/trainers about certain technology issues and problems.
6. Insuring that all lab setup requirements for training activities are ready at least one working day prior to the starting day of the training.
7. Submitting student and trainer (if available) courseware request to the administration department at the moment they receive a course delivery assignment. Keeping training manager in the cycle.
8. Insuring that courseware prerequisites, pre and post- course tests take place at the appropriate timeline, cooperating with quality assurance assistant.
9. Submitting all required training documents to the training manager as desired.
10. Ensure that simple hardware or software problems encountered in the class are handled quickly and efficiently to keep the class running, escalating the complex issues to the technical team.
11. Cooperating with the sales team with regards to information about courses, tracks and exams.
12. Promote BIET in all training events.
13. Participating with BIET staff in seminars, training events whenever organized.
14. Discipline & attendance punctuality to be maintained as BIET standards & regulations.

**Dec ‘11 – May ‘12 Sr. Trainer– Microsoft Technology, NIT, Zinj – Bahrain**

* **Key Responsibilities and Job Duties**

1. Delivering CORPORATE TRAINING For Corporate Clients (Bahrain Defense force, Almoayyed Durat Al Bahrain, as few to pen down)
2. Carrying out performance assessments to determine the skills gaps between current and desirable learner skill levels.
3. Carrying out training needs analyses as per the client requirement and tailoring customized sets of courses as per end user requirement.
4. Ensuring the learning environment and resources are supported for the learners needs and are in place and up to date with latest study materials.
5. Designing training programs appropriate to the skills needed as per client to help ensure success handle of production environment after completion of the course.
6. Designing and tailoring course materials and other documents such as handouts, manuals and exercises required as per the ICT subject and knowledge domain.
7. Supporting and coaching learners using learning technologies to deliver skills required to perform directly in client’s job.
8. Conducting pre-assessment to gather the students’ knowledge before the start of the course to help ensure course delivery as per student’s knowledge capacity.
9. Evaluating the effectiveness of training programmers and learning outcomes by periodically conducting assessments at the end of each subject and schedule for post assessments at the end of the Course.
10. Co-ordinate with partners, external course providers, and employers, examining bodies, to fulfil the skills needs of an organization and customers.
11. Perform internal trainings with peer to develop more insight of concerning technologies.
12. Maintaining appropriate records of learner development and resource allocation
13. Worked on Projects for corporate clients on by delivering ICT training on the Following Microsoft certifications:
    1. MCSE: Solution Expert (Windows server 2012 R2)
    2. MCITP: Enterprise Administrator
    3. MCITP : Server Administrator
    4. MCITP : Server Virtualization
    5. MCTS: SharePoint Administrator and designing on 2010 platform.
    6. Microsoft Exchange 2010
14. Working with a team of 9 and contribute to the Microsoft Panning, Implementing & Delivering IT Training Operations thereby ensuring high customer satisfaction.
15. Setting up of Training Labs for the students for Microsoft courses based on Server virtualization, Microsoft Share point, ICDL, MS office, Comptia A+, Network+, Server+, Security+, etc..
16. Conducting Seminars for key customers on various on demand emerging technologies.

**Nov ’07 - Sept’ 2011 Senior Microsoft Corporate Trainer, Koenig Solutions Pvt. Ltd, Panjim – Goa, India**

* **Key Responsibilities and Job Duties**

1. Design IT related induction and training programs, develop varied IT training activities such as formal, informal and online/e-learning.
2. Develop and implement a training platform that facilitates knowledge sharing and skill development
3. Assist other work areas within the firm to allow them to deliver their training needs whilst utilizing the most appropriate technology.
4. Design course materials, training documents such as handouts, manuals and exercises using both manual and online resources.
5. Establishes training requirements by liaising with the work types, HR and any other relevant parties
6. Carries out training needs analyses, define skill sets needed to perform different roles.
7. Carry out performance assessments to determine any skills gaps between current and desired skill levels, including regular assessment of the IT team to identify areas for improvement to allow the team to deliver a more efficient service.
8. Prepare the learning environment and resources ensuring they are appropriate to the learners needs.
9. Deliver training on commonly used programs such as Microsoft office along with specific training on all in-house applications.
10. Support and coach learners using various learning technologies, providing feedback in a supportive and constructive manner.
11. Maintain appropriate records of learner development and resource allocation.
12. Evaluate and report on the effectiveness of training programmers and learning outcomes.
13. Delivering BOOT CAMP TRAINING For offshore Clients
14. **Worked On training Projects for corporate clients on:** 
    1. *LAN /WAN technologies on Windows Servers and Client OS.*
    2. *CompTIA A+, Network +, SharePoint 2007 Configuring, SharePoint 2010 Configuring & Administrator as well as SharePoint 2013.*
    3. *Customize training on Exchange 2003/ 2007/ 2010*
    4. *Windows server 2012 r2. MSCE Server Infrastructure.*
    5. *MCSE, MCITP: Enterprise Administrator*
    6. *Windows Server 2008 R2*
    7. *MCTS: Enterprise Desktop Administrator (Win 7)*
    8. *SCVMM & Hyper – V R2*
15. Worked on SharePoint 2010 Projects by supporting trained students as part of POST training support.
16. Expertise in the expansion and development of the Network and underlying network infrastructure.

**May’06 – July ’07 Hardware and Network Trainer, KarRox Tech. Center, Panjim – Goa, India**

* **Key Responsibilities and Job Duties**

1. Conducts computer training needs assessment by collecting information pertaining to work procedures, work flow, and reports; understanding job-specific functions and tasks.
2. Determines system utilization requirements by researching and testing systems and related products.
3. Designs computer training manuals by identifying and describing information needs, using desktop publishing, submitting initial versions for review, revising and editing final copy.
4. Maintains safe and healthy training environment by following organization standards and legal regulations.
5. Conducts training classes by presenting job-specific, company-specific, and generic software applications and personal computer classes.
6. Maintains quality service by establishing and enforcing organization standards.
7. Evaluates training by evaluating effectiveness of training to specific job applications.
8. Contributes to team effort by accomplishing related results as needed within provided time frame.
9. Working with Active Directory Domain services, ADRMS, ADFS based of client deployment needs.
10. Maintaining Hardware Inventory of training labs.
11. Document the steps taken to resolve the issue and share the information across the team
12. Preparing relevant document such as known errors, solutions, major incidents reports to help in continuous improvement.
13. Conducted training for corporate clients on:
    * *LAN /WAN technologies on Windows Servers and Client OS.*
    * *CompTIA A+, N+, MCSE on windows server 2003.*
    * *Conducting Workshops for the end users.*
14. Preparing customized courses as per client requirements based of the initial assessments and feedbacks from the customers with training content approval of in-house training manager and delivering to the target audience.

**Nov’05 - Apr’06 Hardware and Network Trainer, Tech Xpert Pvt. Ltd., Margao - Goa,**

* **Key Responsibilities and Job Duties**
* spending contact time with students on an individual or group basis
* invigilating examinations
* checking and assessing students' work and giving feedback
* liaising with other organizations and employers
* assessing individual/group training needs
* planning, preparing and researching lessons
* organizing and promoting courses
* developing and delivering programs of learning activities
* preparing teaching materials
* making use of new technology such as distance learning or video conferencing
* keeping personal IT skills and knowledge up to date

**TRAININGS ATTENDED**

* Dec’09 – Jan’10 MCTS: SharePoint Server 2010, Configuring, Koenig Solutions, Goa
* Aug’09 – Sep’09 MCTS: SharePoint Server 2007, Configuring, Koenig Solutions, Goa
* Jun’09 – Jul’09 MCITP: Enterprise Desktop Administrator windows 7, Koenig Solutions, Goa
* Apr’09 – May’09 Exchange 2007, Koenig Solutions, Goa
* Feb’09 – Mar’09 MCITP : Enterprise Administrator, Koenig Solutions, Goa
* Jan’09 – Jan’09 Hyper-V with SCVMM2008, Koenig Solutions, Goa
* Jul’08 – Jul’08 SCCM 2007, Koenig Solutions, Goa
* Jun’08 – Jun’08 Exchange 2003, Koenig Solutions, Goa
* Jan’06 – Apr’06 MCSE 2003 Training from Jetking, Margao- Goa

**Academic Details**

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| --- | --- |
| **Course** | B.com |
| **Percentage** | 55% |
| **Year** | 2005 |
| **University** | Goa University |
|  | |
| **Course** | H.S.S.C |
| **Percentage** | 69% |
| **Year** | 2002 |
| **Board** | Goa Board |
|  | |
| **Course** | S.S.C.E |
| **Percentage** | 64.4% |
| **Year** | 2000 |
| **Board** | Delhi Board |

**PERSONAL DETAILS**

**Date of Birth:** 1st October 1983

**Languages Known:** English, Hindi and Konkani

**Permanent Address:** H. No. 467/2, Cottarbhat, Aldona – Bardez - 403508, Goa, India

**Current Address:** Flat No.1, Bldg. No. 3319, Road No. 2151, Area : 321, Al Qudaibiyah, Bahrain.

**Passport Number:** J8895113

Thank You,

(Safiya Hyson D’Souza)