Curriculum Vitae

MOHAMMAD IRFAN

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Passport Valid Upto : 04.01.2021 - 03.01.2031

9.5 Years of experience in IT Support

PROFESSIONAL SNAPSHOT

- ✓ **MCA (From SMU) with 9.5 Years of experience in IT Support**
- ✓ **Currently working as Linux & Network Support Er. for RBI in Wipro Ltd. Under Mumbai Region.**
- ✓ **Previously worked as Customer Support Engineer for Hotel TAJ LANDS END in CMS IT Services Pvt. Ltd. under Mumbai Region.**
- ✓ **Previously worked as Associate (CE, TL) for State Bank of India, Patna in HCL Services Ltd. under Patna Region.**

ORGANIZATIONAL EXPERIENCE

- ✓ **IDC Technologies (Wipro Partner)**   **Since Nov 16,2021 to till date**
- ✓ **CMS IT Services Pvt. Ltd.**   **Since May 31, 2018 to Sep 16, 2021.**
- ✓ **HCL Services Ltd. Patna**   **Since Jan 22, 2015 to June 22, 2017.**
- ✓ **Chaque Jour HR Services Pvt. Ltd. (HCL Partner) Since June 13, 2012 to Nov 26, 2013.**

WORK EXPERIENCE

1. *Company: IDC Technologies (Wipro Partner) Since Nov 16,2021 to till date*

   Designation: Linux & Network Support

   Client: RBI Central Office, Mumbai

   ### *Linux & Network*

   - ❖ Knowledge of Linux's Basics commands
   - ❖ Installation of Linux distros RHEL 6, 7 & 8, Ubuntu, CentOS, Kali on VMWARE (15,16,17)
   - ❖ **NFS, SAMBA, FTP, APACHE Server** Installation & Configuration
   - ❖ **SSH** Installation & Configuration
   - ❖ Remote Support using **SSH, Putty, WinSCP, MobaXterm**
   - ❖ Knowledge of different Runlevel & Targets
   - ❖ Ownership and Permission
   - ❖ Linux File System, File Permission, backup using rsync, cp, tar
   - ❖ User Administration (Creation, Modification, Deletion, Managing permissions)
   - ❖ File system operations. (Create, mount, unmount and remove),
   - ❖ Disk Management, LVM (Physical Volume, Volume Group, Logical Volume), File Systems
   - ❖ vi, vim, gedit, Nano editors
   - ❖ Symlink & Hardlink
   - ❖ Knowledge of FDISK & FSTAB
   - ❖ Software & Packages installation using RPM, YUM & DNF
   - ❖ Hostname, Domain Name etc. for individual machine
   - ❖ TCP/IP Configuration of Clients and Servers: IPs, Gateways, Name servers, Netmasks,
   - ❖ Linux Schedulers (CRON)

- ❖ Kernel Management, Kernel Patching, Kernel Tuning
- ❖ Installation & Configuration of MySQL Database (MARIADB)
- ❖ Basic knowledge of Ansible, Shell Scripting, Firewall, Iptables
- ❖ **Installation of Cisco Any Connect**
- ❖ LAN and WAN Network Device monitoring (Ping, Telnet, ISE)
- ❖ Basic knowledge of different Networking Devices
- ❖ Basic Configuration of Routers and Switches
- ❖ Identifies, diagnoses, and resolves network problems
- ❖ ISP Vendor management and co-ordination related to network issues and concerns.
- ❖ Daily Monitoring and management of LAN/WAN, manual testing and ensure connectivity.
- ❖ Providing L1 support for Cisco Switches 2960,3560,4507,6509,9300(FR),9400(Chassis Switch), 9500(BN) of Device configuration and troubleshooting.
- ❖ Management and configuration of wireless access point
- ❖ Coordination with WAN/Firewall/ISP team for end to end troubleshooting.
- ❖ Network changes to be performed as per customer needs which includes configuration, upgradation of existing network infra, installing new setup.
- ❖ Implemented SD LAN migration of switches in RBI network.
- ❖ Provide FILE SERVER (Windows Server 2016 Share Folder) access to the user as per request.
- ❖ Basics of CISCO ISE.
- ❖ Raise SR or Incident via Suvidha Portal.

2. *Company: CMS IT Services Pvt. Ltd. From May 31st 2018 to Sep 16, 2021 (3.5yrs)*
    Designation: Customer Support Engineer
    Client: Hotel Taj Lands' End, Mumbai

Primary Responsibilities:
- ❖ **Maintaining error free environment throughout network for Hotels Guest**
- ❖ Stacking Unmanageable network switch & its installation
- ❖ Maintaining LAN and WI-FI network for hotel guests and hotel employee.
- ❖ Providing wireless and wired internet services to guests
- ❖ Configurations and Troubleshooting of Internet and LAN related issues
- ❖ Excellence in installing and updating Shawman POS Gold
- ❖ Installation and Synchronizing of Attempo and McAfee software for Encrypting the Data
- ❖ Opera & Orion Installation & its printer set-up
- ❖ Troubleshooting and repairing of Desktops, Laptop
- ❖ Installation of Windows (XP, Vista, 7, 8, 10,11 etc.)
- ❖ Installation & Configuration Windows Server 2008,2012, 2016
- ❖ Maintaining and monitoring Servers & Interfaces (POS, OPERA, VICUS, VISION, FCS, Atempo Server)
- ❖ All types of Software installation OS and Patches
- ❖ Installation, Configuration and Sharing of Local and Network, KOT, BILL printer over network
- ❖ Email configuration & support (Microsoft Outlook & Outlook Express, Zimbra Mail)
- ❖ Handling Users call through remotely using BMC, Ammy Admin, Ultra VNC, Team Viewer, Remote Desktop Connection, Microsoft Teams & WebEx
- ❖ Register complain through CRM, CCM.Net, SAPHIRE & Service now

3. **Company: HCL Services Ltd. Patna from Jan 2015 to Jun 2017(2.5 Yrs.)**
    Designation: Associate (CE, TL)
    Client: SBI

Primary Responsibilities:

- Managed a team of 10 Engineer in SBI Patna and 25 Engineer across Bihar
- Hardware & Software Maintenance & Installation
- Solving Desktop, Laptop, Printer and Server related issue
- Installation of Windows (XP, Vista, 7, 8, 10 etc.)
- Installation & Configuration Windows Server 2008, 2012
- Installation & Configuration of FTP Server
- All types of Software installation OS and Patches
- Installation, Configuration and Sharing of Local and Network printer over network
- Email configuration & support (Microsoft Outlook & Outlook Express)
- Managing and maintaining physical network setup of computer networks which consists of 200 computers
- Internal and external Help Desk duties, hardware inventory and support
- Register complain through SAP, CRM, FFA

4. **Company: Chaque Jour HR Services Pvt. Ltd. (HCL Partner) from Jun 2012 to Nov 2013 (1.5 Yrs.)**
    Designation: Associate
    Client: HCL Infosystems Ltd.

Primary Responsibilities:

- **Manage a team of 25 HCL Engineer and 8 HCL Authorized Service Providers across Bihar**
- To Deliver the Support of Computer Hardware, Networking and others IT equipment's through HCL Engineers & HCL Authorized Service Providers across Bihar for State Bank of India
- Planning & Monitoring of Daily incoming calls.
- Account management for Delivery of Support ownership
- Daily Call Monitoring of incomings calls approx. 100/Day
- Support services to all the branches & Ensure high level customer satisfaction.
- Coordination with customers & Engineers to provide the better support.
- Call forwarding to respective ASP.
- OEM Vendor Management (Cisco, HP, Dell, Lenovo, Acer, Numeric, Uniline, Samsung, Lipi & Others) to take Support from them in terms of Warranty/AMC
- Working on SAP, CRM, FFA, Monitoring the performance of the Engineers Supports in Field & other Projects towards our Customers SLA.
- Providing support to the end users, troubleshoot customer queries Extending high-end technical support on various Servers

Achievements:

- Best Performer Awards by **Wipro & IDC.**
- Certificate for Service provide in Pandemic by **Hotel Taj Lands' End.**

MAJOR PROJECTS HANDLED

Organization:

Reserve Bank of India, HOTELS TAJ LANDS END Mumbai, State Bank of India, Allahabad Bank, Bank of India, Punjab National Bank, United Bank of India, Central Bank of India, National Informatics Center, District Transport office, Treasury office, Commercial Taxes, United India Insurance company and some Insurance Company Like UIICL, NIA, NICL.

EDUCATIONAL QUALIFICATION

- ✓ **MCA with 59.35% in 2011 from SMU. (Final Sem. 70%)**
- ✓ **B.Sc. with 55.12% in 2008 from Magadh University, Bodh Gaya (Part1-:65.4%, Part2-:43.6%, Part3-:55.12%)**
- ✓ **Intermediate with 47.22% from B.I.E.C, Patna in 2004.**
- ✓ **10th with 47.71 % from B.S.E.B, Patna, in 2002.**

PERSONAL DETAILS

Name	:	**Mohammad Irfan**
Father's Name	:	Sultan Ahmad Khan
Gender	:	Male
Marital Status	:	Unmarried
Languages Known	:	Hindi & English
Nationality	:	Indian
Current Address	:	Mohammad Irfan, C/o Mr. Zulifkar Shaikh, Flat No. 506, Ghazi Mahal, Thakurpada, Mumbra (East) Maharashtra, Pin Code-400612.
Permanent Address	:	Mohammad Irfan, S/O, Sultan Ahmad Khan, Ali Road, Sector A, New Azimabad Colony, Patna, Pin Code: 800006, Bihar, India
Interests	:	Online Learning, Online Classes Netsurfing

(Date) :   *(Signature)*