Hakeemullah Khan

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| Objective |  |
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| information technology utilizing |  | |  |
| educational background, teamwork, and |  | |  |
| Working skills. |  | |  |
| Education |  | |  |
|  |  | |  |
| Bachelor of Science in Computer Science |  | |  |
| Concentrations: Information Technology (IT), Computer Networks and Security | | |  |
| Northeastern Illinois University, Chicago, IL |  | |  |
| Relevant Coursework |  | |  |
|  |  | |  |
| ∙ Fundamentals of Software Engineering | ∙ Web Development | | ∙ Operating Systems |
| ∙ Modern Database Management | ∙ Data Structure | | ∙ Computer Organization |
| ∙ Computer Networks | ∙ Cybersecurity | |  |

Skills

* + vSphere, VMware ESX and ESXi
  + Virtual center server 4.x and 5.x
  + VMware converter enterprise, VMware Update Manager
  + XenApp7.15 7.8, 7.7, 7.6, 7.1, 7.0, 6.5, 6.0, 5.0, 4.5
  + XenDesktop7.15 7.6, 7.1, 5.6, 5.0
  + Storefront 3.0, 2.6, 2.5, 2.1, 2.0
  + Provisioning Server 7.6, 7.1, 6.5
  + Citrix App Layering.
  + Symentac,netapp,pure,nagios,sccm
  + Aws,azure

Professional Experiences

Abbott laboratory

System Administrator

April 2021 –Oct 2022

* Windows Server 2008/2008R2/2012/2016/2019 Servers, upgrading Windows Server 2008/2008R2 to 2012/2016/2019 on both physical and virtual machines to ensure server compliancy as part of
* On-call support using ServiceNow Ticketing System for routine system administration
* Follow oriented work environment, Incident Management, Change Management, Firewall requests and Service Management.
* Provision, installation and configuration and support of Windows 2008/2012/2016/2019 Servers and upgrading all Windows 2008/2008R2 servers on both physical and virtual machines to 2012, 2016, 2019.
* Worked with OVA as Template to build vms.
* Monthly Windows Security Patches Update on all the VDisks.
* Configuring and Monitoring Citrix server’s by using Citrix EdgeSight.
* Installing Citrix XenApp patches and Rollup packs on servers as and when recommended by Citrix.
* Automated windows, Adobe & Java updates through Tivoli endpoint manager.
* Upgrade SEP12 client in 500+ windows servers running SEP11.
* Built, supported, and troubleshot physical servers (500+).
* Responsible for the delivery of the Technology support service of 200+servers of XenApp version 4.5, 5.0, 6.0 & 6.5 on Windows server
* Worked on Tickets via Service now and remedy ticketing tools.
* Worked on VMware Vsphere Client, VMware Esxi hosts, VMs.
* Storage migration, Cluster migration via Vmware vsphere client.
* Worked on Changes for scheduling downtime to servers.
* Was part of OS Storage team worked on creating content for vulnerabilities via nexus/
* Continual Nexus web app work as OS Engineer
* Content creation via Blade logic
* Worked on Excel spreadsheets

Ucan Chicago, Chicago,IL

Help Desk Role

January 2019 – March 2021

* Handling Tickets from Kesaya agent.
* Manage Help Desk tickets in a timely manner
* Respond to customer issues via phone, email and computer chat
* Provide customer assistance
* Document customer interactions
* Run diagnostics to resolve customer reported issues
* Escalate issues to the next Tier with next level of difficulty
* Install, make changes and repair computer hardware and software
* Follow-up with customers to ensure issues are resolved

Shorr Packaging Corp, Aurora IL(Intern)

IT Support Specialist

June2018- December 2018

Roles and Responsibilities:

* Patching servers via RDP sessions.
* Little experience with SCCM
* Follow-up with customers to ensure issues are resolved
* Make data easily accessible to those who need it
* Pay attention to customers’ descriptions of computer problems
* Ask questions to properly diagnose the problem
* Walk customers through the recommended problem-solving steps
* Set up or repair computer equipment and related devices
* Train users to work with new computer hardware or software
* Document changes, revisions and problems
* Provide other team members and managers information