**Mir Mesbahul Khobaeb(IT Support Engineer,MCP, SQL Server, ITIL)**

Location: Luton, UK

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Nationality: British

**PROFILE**

A highly motivated and adaptable Infrastructure and Cloud Engineer with a proven track record of providing support to corporate clients which include both Public and Private sectors. As an IT graduate with a specialisation in Computing & information System, I possess a wide range of experience in the provision of support for infrastructure, desktop, networks, Virtualization, Storage, operational issues and hardware. Additionally, I hold particular expertise as a VMware, Amazon Web Services**,** **Microsoft Certified Engineer** and **ITIL Certified**. With excellent diagnostic and problem solving skills, I am able to analyse technical and operational issues to resolve problems in a resourceful manner  
  
Strong interpersonal skills ensure that I am able to build productive relationships with all partners, colleagues and clients. Moreover, I am target-driven and enjoy being part of a busy and productive team. I am also capable of organizing and delivering high quality work using my own initiative. Furthermore, I am customer focused with first-rate communication skills, working in a role where it is a requirement to engage with people at all levels and ensure that customer experience meets expectation. I am able to work well under pressure and in challenging environments, delivering programs and services that meet organisational objectives within budget and to deadline.

**CERTIFICATIONS**

* **Microsoft Certified Professional Installing and Configuring Windows Server 2012 (MCP) : (Certified)**
* **Microsoft Certified Professional Windows Server 2012 (MCP) : (Certified)**
* **ITIL (Certified)**
* **AWS Solutions Architect – Associate (Preparing for the Certification)**
* **International Advanced Diploma in Computer Studies (Certified)**
* **Internation Diploma in Computer Studies (Certified)**

**CAREER HISTORY`**

**Ayaat Teletronics Ltd March-2017-Till Now**

**IT Support Engineer**

***Key Projects and Accountabilities: Infrastructure/Virtualization/Storage/Server side***

* An Intensely busy role at the core of company’s global IT Infrastructure. Due to global nature of business we have to provide 24 hours support to a multitude of various systems and technologies spanning the whole globe. I am lead Engineer on the projects (Design, Planning and implementation)
* Worked on windows 10 migration project and deployed and configured windows 10 on more than 800 workstations.
* Configure the AWS Environment for multiple of clients.
* Private data centre migration to public cloud and application integrations.
* Encryptall the EC2 instances volumes using AWS Key Management KMS.
* IAM users with least permissions assigned roles and also use of MFA
* Implemented Separate Accounts for Prod, Dev and Testing also separate groups of users as Best Practice.
* Migrated the physical infrastructure into VMWare infrastructure.
* Implemented the Veeam Backup and disaster recovery Solution with EMC-Lenovo NAS appliances.
* Implemented VDP 6.0
* Implemented DFS replication of File Server between different Datacenters.
* Troubleshooting of VM's high performance issues and migrating the VM's from one ESXI to another ESXI server
* Creating the Virtual Machines Templates to make the Virtual Machines standardized across the environment and taking the snapshots of the Virtual Machines when the application team requested to do so.
* Used Virtual Centre server for HA, DRS and VMotion.
* Installation of ESX Servers, Virtual Centre management server, migrating virtual machine (V2V) using VMware Converter, Configuration of Clusters for High availability (HA) so as to recover quickly from a physical server crash and also configuring clusters for dynamic placement of virtual machines (DRS) onto various physical servers based on the loads to which a virtual machine is subjected at various times.
* Build, configure and deploy VMs and templates. Completed Physical-to-Virtual (P2V), Virtual-to-Virtual (V2V) and Virtual-to-Physical (V2P) migration of Windows 2003, 2008, and 2012 as well as Linux servers from VMware and legacy hardware using VMware Converter.

**First Port, Luton UK (2.3 Years) November 2015 – Feb 2017**

**IT Support Engineer**

* Install and configure windows 10 for internal users.
* Migrated Active Directory to new Windows server 2012, deployed MS Exchange 2007.
* Installed and maintained MS-SQL Server 2012 for Access Dimensions accounts system.
* Replaced Sophos with centrally managed nod32 Enterprise Antivirus across the network.
* Setup internet monitoring reporting and usage control solution
* Managed the day-to-day ICT operations, systems, infrastructure and security
* Developed over 30 Crystal Reports for financial and marketing data analysis from SQL database.
* Providing Internal IT support, answering support queries via phone, email and face to face
* Working on MS Exchange, Citrix-Xendesktop, XenApps, SCCM, RDP, Safecom, Teamviewer, Active directory, MASS360(MDM) configuration, WDM, Xencentre Office365, MS office package 2019
* logging the call in Richmond call logging system
* Take ownership and advise customers on the base of their requirements.
* Assigning jobs to resolving team and follow up with the customer
* Having experience of working in team environment

**ComputaCenter Milton Kynes, UK(1.6 Years) May 2014–November 2015**

**1st and 2nd Line Support Engineer**

***Key accountabilities:***

* Update and maintain computer inventory and surplus equipment.
* Maintain and resolve issues on LAN/WAN and other computing equipment.
* Interact with vendor support contacts to resolve technical problems with desktop and Server computing equipment and software.
* Providing 1st/2nd line technical support, answering support queries via phone & email.
* Responsible for managing queue of service desk
* Working onCitrix, Xendesktop, XenApps, SCCM, RDP, Quest, SM9, RSA, Appsense, Good application,Blackberry (BES) configuration, WDM, Xencentre
* logging the call in Remedy
* Take ownership and advise customers on the base of their requirements.
* Assigning jobs to resolving team and follow up with the customer
* Taking and managing overflow call from other site.
* Having experience of working in team environment.
* Maintaining good KPI in order to company as well as self-development.

**Ttints Multimedia Navigation Limited , Luton, UK, May2009 – May 2014**

**Electronics and IT support Engineer**

***Key accountabilities:***

* Diagnosis of desktop, Laptop, apple device application, networking and infrastructure issues.
* Experience of supporting a wide and varied client base.
* Troubleshooting PC’s, laptops and mobile devices.
* Providing 1st/2nd line support to users.
* Administering the IT department’s policies and procedures.
* Installation and support of telecommunication equipment.
* Maintaining a log of all problems detected and system backups.
* Responsible for maintaining backups and for project work such as new builds.
* Working closely with software suppliers to resolve operational issues.
* Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server, Small Business Server 2003/2008, Active Directory management Exchange 2003/2007, Blackberry Server/Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless route and Firewall Configurations.

**CORE SKILLS IN DETAIL**

**AWS Expertise:**

* Experience on AWS EC2 instances, VPC, VPC-peering, S3, NAT Gateway, Managed AD, AD Connector, Load Balancer, Route53, AWS Certificate Manager, AWS Migration Services, VPC Flow Log, AWS Config, AWS Cloud watch AWS Cloud Trail, Storage Gateway, IAM, AMI, KMS Encryption, Migration services, Database migration service, VPN, Direct Connect, WAF, Shield, Trusted Advisor and Lambda.
* Hand on expertise Cloud Formation, Elastic Beanstalk, OpsWork & ECS

**Virtualization Expertise:**

* Experience in VMware virtualization, Windows Server, Hyper-V, Networking, and infrastructure management.
* Experience in implementation of VMWARE ESX vSphere ESXI 4.1-6.5, vCenter6.5, Update Manager , VCenter Converter and VMware Workstation.
* Build and troubleshooting experience With VMWARE ESX and ESXi Servers and vCenter server.
* Sound knowledge on Hyper-V, ESX and ESXI Architecture, guest OS installation, setting up of VM priorities, Cloning and Snapshots.
* P2V and V2V conversions by using VMware Converter.
* Extensive background in working with the VMotion technology.
* Strong experience with the VMware HA and VMware DRS.
* Sound knowledge on resource management framework like creation resource pools, adding the VMs into resource pools.
* Microsoft Hyper-V 2012 R2/2008R2, SCCM 2012 R2, SCVMM, SCOM
* Worked in implementing, monitoring and documenting the entire DR process.
* Strong understanding of VMware Networking concepts like creation of vSwitches, different types of port groups, NIC Teaming and VLAN.
* Worked with VMware Update Manger to update VM’s and hosts with the latest patch release.
* Veeam Backups replication and monitoring.
* Symantec Backup Exec 15 V-Ray Backups replication and monitong

**NAS &SAN/Storage Expertise:**

* Experience in multivendor SAN appliances including EMC VNXe Series, HP MSA, NetappFAS series etc.
* Experience and expertise in implementing the EMC VNXe series appliances which includes Storage pools, Unisphere interface configuration, Data duplication and Storage monitoring.
* Designed and Implemented the EMC-Lenovo NAS appliances as Backup Repository.

**Windows Expertise:**

* Expertise in Windows 2003/2008/2012/2016 server administration and active directory administration technical issues.
* Experience in Active directory, GPOs, DNS, DHCP, File & Print server, IIS (web server), FTP, Terminal server,
* WSUS, Microsoft Clustering, and Exchange Mail server.
* Setup, Administer & Support Server running Windows 2000, 2003 R2, 2008 R2, 2012, 2016 Data Center.
* Experience with x86 / x64 Intel, HP ProLiant Rack mounted Servers.
* Experienced with Microsoft Exchange Server 2003,2007, 2010, Office365: Setup and configure, create mailbox, limit and increase mailbox space, manage archives in outlooks, etc.
* Expertise in Distributed File System (DFS)

**Data Centre Design Implementation and Migration**

* Design implement 3 Data Centres VMware Environment more than 40 Hosts and 300 VM’s
* Strong skills and experience in maintenance & projects (Designing, Implementing, Upgrades, Infrastructure changes and server rollouts).
* Server room and Office moves, Domain Controller/AD/DNS migration, Data centre migrations and Disaster recovery. Physical to Virtual and Virtual to Virtual migrations.

**Database Administration**

* SQL Server 2017/2014/2012/2008/2005 Setup, maintenance, backups, replication/Mirroring and Clustering. Stored procedures and jobs scripting.
* Microsoft SQL Databases and live applications migration.

**Networks Infrastructure , Hardware , Monitoring**

* Switches: HP DL360, HP DL380, HP 2920, HP V1910, Fibre Channel Switch DS-300B
* Sophos UTM, Dreytek routers, VLANs, WAN, NAT, Public DNS, IP Phone systems.
* Monitoring: Manage Engine Lansweeper, Zabbixand SolarWinds tool.

**Scripting and Documentation**

* Python PowerCLI, T-SQL, PHP 5.x, C++, Visual Basic. HTML, JAVA, JavaScript, Crystal Reports, JSON
* Documentation: Visio, CloudCraft, Cacoo and High levels of technical documentation & reporting

**IT Specialized Key Education (18 Years)**

**London Metropolitan University (2002 – 2006)**

**Title:** BSc in Computing and information system (CIS) (2006)

**Bangladesh Technical Education Board (BTEB)**

**Title:** Diploma in Electronics Engineering

**Personal Information**

* Living status: British Citizen
* Holding a full clean driving license

**REFERENCES AVAILABLE UPON REQUEST**