Saeed Ahmad Abbasi

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Full UK Driving Licence

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**PROFILE**

A self-motivated and achievement oriented individual. Possess skilled as a lateral thinker and a team player with experience in providing solutions in Microsoft, Intranet and the Internet Applications.My key strengths liaise in my friendly and positive attitude of problem solving, client liaison and customer services as well as wide knowledge of IT products and willing to learn new skills and technologies on company requirements.

**TECHNICAL SKILLS & KNOWLEDGE SUMMARY**

1. Administration and deployment of Windows Server 2003/08/12, Active Directory and Mac Server Administration
2. Administration of Ms Exchange 2007,10 & 13, Setup for users MSOutlook, OWA
3. McAfee Epolicy Orchestrator 4.6 ,5.1, GFI & Mail Assure
4. Inventory & Monitoring tools like Solar Winds Orin and Front Range Heat
5. Windows 10, 8, 7, Vista, XP and MS-Office suite, Remote Diagnostics VNC ,RDP
6. Virtualization Hyper-V, VMware vSphere, ESXi & vCenter Server Administration
7. Networking TCP/IP, LAN,DNS, DHCP, VPN, Wireless networking
8. Setting up Domain Controller , Sever Core, RODC, VDI,WSUS,WDS & many more
9. Installation of software’s and hardware on user’s desktops & laptops
10. Networking Protocols and Devices, Cisco & HP Switches/Routers
11. Symantec & MacAfee Antivirus and Dell Sonic Firewall
12. Install, configuration & Administration of Symantec Backup Exc2014-2010 and Veeam
13. DBMS, RDBMS and ORACLE 9i, SQL /PL SQL

14. Installing, Configuring and Administration of RHE Linux, CentOS, Fedora, Ubuntu, Debian...

15. Package Administration tools like RPM & Yum

16. Setting up NFS, FTP, BIND, DHCP, LVM, Apache and Samba installation & Configuration

17. Linux User Administration like creating & managing user accounts and groups

**TECHNICAL SKILLS & KNOWLEDGE SUMMARY (ROYAL ARMOURIES)**

**Note:** Royal Armouries Museum IT Department has a small team of two persons. We have maintained everything from 1st line to 3rd line.

1. Service Desk Management: Managing all issues raised on the IT service desk, allocating to appropriate technicians and or resolving. Producing Monthly Helpdesk reports, reporting in to the IT Manager\ Head of Business Services.
2. Administration and deployment of Windows Server 2003/2008/12, Active Directory.
3. Administration of Apple Mac server and network.
4. Administration and setup of Virtualization technologies including Hyper-V and VM Ware. This includes creating and managing virtual machines and data stores. Monitoring health via the Vcenter server.
5. Administration of HP SAN including HP MSA 2040 and HP P2000.
6. Deployment and administration of Domain Controllers, Sever Core, RODC, VDI, WDS.
7. Administration Ms Exchange 2007, 10 & 13 and associated technologies including outlook client configuration and outlook web access & Setting up on mobile devices.
8. Identifying, diagnosing, and resolving the level one issues in computer hardware and software in a mainframe systems such as laptops and PCs. Installing and up grading hardware’s and software’s and providing complete assistance while configuring hardware’s, software’s, and peripherals of the end user systems. Providing general desktop support, project coordination, imaging/ re-imaging PCs, and laptops. Providing one on one assistance to the end user regarding the technical flaw, either by phone, mails, or in person.
9. Setup, administration and deployment workstations, laptops, tablets and mobile devices. Desktop operating systems include Windows 10, 8, 7, Vista, XP. Setup of Remote Diagnostics tools like VNC, RDP on devices to enable remote management.
10. Deployment and setup of application software on Servers and workstations including, MS Office, Adobe CC, Adobe Professional, Sage, KE Emu, Real Asset management System.
11. Configuration management and maintaining IT configuration database. This includes maintenance of IT asset registers, IT asset tracking. Responsible for IT asset disposals.
12. Administration and working with network monitoring software including Solarwinds Orion and Front Range HEAT management.
13. Networking: Including working with TCP/IP, DHCP, DNS, network Switch deployment and configuration (HP). Working with physical data infrastructure including Fibre and Copper. Supervision of installation of new cabling infrastructure.
14. Wireless Technologies experience including management and deployment of HP MSM controllers, WAP and Unifi Controller and WAP.
15. Network Security: Administration of MacAfee Total Protection suite including administration MacAfee Epolicy Orchestrator, WSUS server, Dell Firewall. Administration of Cloud based email security solutions including GFI and Solar winds Mail Assure.
16. Backup Management and administration: Symantec Backup Exec, Symantec System Recover and Veeam Backup and Replication. Management of Backup media including NAS, RDX and Tape. Secure offsite media storage.
17. Administration of BT Telephone System: BT Meridians 1 Option 11 and Meridians Mail. Setup of new telephone extensions and troubleshooting faults, escalating to ITC manager or BT where necessary.
18. Mobile Device management including setup of Mobile phones, encryption and contract management.
19. Setup and management of service desks for other departments including Facilities and AV helpdesk.
20. Setup and Management of network Storage devices including Buffalo NAS, Qnap, Synology, and Lenovo.
21. Providing assistance in installation of other peripherals like printers, scanners, etc., cabling systems like local area network cables, network interface cards, wired switches, etc
22. Administration of Linux Centos server, creating user accounts and groups

**October 2014 to February, 2019**

**Royal Armouries Museum Leeds**

**IT Officer:** Reporting in to the IT manager. The Royal Armouries Museum is a three site museum and sites include the Tower of London, Royal Armouries Fort Nelson and Royal Armouries Leeds. My main responsibility was the management of the IT service desk and all related issues. However the size of the IT team was small and hence the role included back office duties such as Server Administration and setup, networking, security, management of backup infrastructure, configuration management, monitoring of all devices on network including software. In my role I supported the IT manager in all his and the departments work; projects included centralising of data centre In Leeds server consolidation and virtualisation, deployment of new wireless technologies. Additionally we supported new museum initiatives that required IT such as way finding project and Poppies wave project. The poppies wave project required new fibre and copper cabling infrastructure. I was sent to supervise the installation and thereafter involved in the technical setup. My role at the Royal Armouries has helped me gain experience at all levels of ITC from user support to Server troubleshooting. I communicate with people at all levels including end users, managers and executive team members. I will also be the person who would take ownership of any issue such as on the Sage server which required support from the designated support company. This opportunity has been an invaluable experience for me and I am sure has helped me gain experience and knowledge which help me succeed in another organisation.

**February, 2014 to May 2015**

**Computacenter via Hays Recruitment Specialities**

**Snr Custom Engineer, Custom Engineer and IT Technician (GE, RWE, NPower, DLG)**

* Working with Remedy to escalate user problems and provide solutions
* Installing authorized Window7 image and desktop migration from old to new machines
* Floor waking to educate users how to interact with new systems and applications
* Handle all major technical escalations from 1st to 3rd Line Support
* Providing accurate and timely diagnostic and rectification of customer faults
* High technical issues forward to System Admin with specific details to avoid further conflicts
* Deliver effective and detailed documentation for the support of solutions
* Identify the need for change and drive forward improvements
* Installing and configuring devices and business software’s, Ports and cables audit
* Installing Hardware i.e. citrix thin terminals, docking stations, monitors, printers on user

Desks and remove legacy kits

**February 2008 to February, 2014**

**Nationwide Guard Ltd, Prime Protection Services (PPS)**

**Anderson Security Services, SecuriGroup Security Ltd.**

**Receptionist Security / Security Relief Officer**

* Receiving and forwarding customers calls through switchboard and full fill there

Quarries on 1st hand, and maintain meeting log with customers and staff

* Checking and maintaining the list of visitors and creating a log files
* Make sure security systems worked properly and reconfigure the security alarms
* Write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences

**Tutor and Proof Reader (Pakistan)**

**May 2001 to January 2008**

* Worked as a tutor to teach math, statistics and junior class subjects
* Privately assisted survey with students they worked on their Thesis /Projects
* Inserting student survey data in computerized readable format using Ms-Office
* Proof reading student dissertation /Projects
* Advice students about future progression courses

**March 2006 to July 2007**

**Qadri Travel and Tours (PVT) Ltd**

**Travel Desk Manager /IT System Administrator**

* Providing 1st  line to 3rd line IT Support
* Responsible to log the problem and the steps taken to resolve the issue
* Remotely logging onto client machines to troubleshoot and resolve any issues
* Good experience of Office Administration & Management.
* Working with Accounts/Administration departments.
* Responsible for producing reports on a weekly and monthly basis relating to progress of

Sales of tickets and travel business package

* Supervised Staff to inserting Data on application software and uploading data online
* Creating and administering Active Directory & Exchange for new and existing users
* Maintain all hardware and handle any daily software issues on record, developed in-depth documentation and reports for future use.
* Manage and update company’s website via HTML and Photoshop.

**Education**

**University of the Punjab, 2004 – 2006** Master Information Technology (**MIT**)

**Core Modules**: Network Security, Servers Administration Windows & Linux, Networking (CCNA&CCNP), Databases (Oracle 9i), Computer Programming, Management & Administration.

**University of the Punjab, 1999 – 2002** Bachelors of Science in Mathematics, Physics and Statistics

**London School of Business and Computing, 02-2009 – 09-2009**

Advanced Diploma in Business Management

**Liverpool College of Management Sciences, 03-2008 – 01-2009**

Diploma in Business Management

**PROFESSIONAL QUALIFICATION**

1. MCITP: Microsoft Certified Enterprise Administrator
2. MCITP: Microsoft Certified Server Administrator
3. MCSA: Microsoft Certified Solutions Associate
4. MCTS : Microsoft Certified Technology Specialists
5. MCTS: Windows Server 2008 Active Directory, Configuring
6. MCTS : Windows Server 2008 Network Infrastructure, Configuring
7. TS: Windows Server 2008 Applications Infrastructure, Configuring
8. TS: Windows 7 Configuration
9. 00712981-Servicing HP Desktops, Workstations & Notebooks for Onsite Service Technicians
10. HP Elite Pad Family Service and support
11. VMware vSphere 6.5: Install, Configure & Manage (Q A) completed.

**Working with virtual tools**

1. VMware ESXi, vCenter Server and vSphere web Administration
2. Hyper-V, Virtual Pc, Virtual Server 2005R2,

**INTERESTS**

I enjoy playing cricket and reading books about culture, history and networking. I keep myself updating via different news groups and blogs. I like to put my sleeves up to learn new technologies. I like to travel and socialise.