**Mohammed Ayaz Khan**

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**Server and Storage Engineer**

*Proven success leading technical innovation and providing effective system support.*

Technically savvy and highly skilled SC cleared Wintel, SAN Storage Analyst with comprehensive experience in 2nd/3rd line support, networking, management, and installations/configurations. Innate ability to identify problematic areas and working collaboratively with team to implement corrective actions. Demonstrated expertise in fulfilling stakeholders’ expectations including UK Census 2011 (ONS), the Home Office, DTI and MOD. Possess precise project planning and execution skills with a goal-oriented approach that ensures efficiency and success with customers’ value at the forefront.

*ITIL Process & Procedures / Installation & Configurations / Testing & Verification*

*Virtualisation & Networking / Server/Network Administration/Support / Problem Resolution*

**Professional Experience**

**Server and Storage Analyst** (4/2012 – 3/2018) Thales IS UK, Doncaster

***Technical Scope:*** *Wintel Server 2016 to NT | VMware esx & esxi 6.5 to 2.0, including Vcenter Server, VSA, VDI (Vmware View) and NSX (network virtualisation) | Netapp Data Ontap commander, OnCommand Unified Manager and Data Fabrication Manager | Netapp Snap Manager for Virtual Infrastructure (SMVI) | Bluecoat Proxy SG and AV | McAfee Web & Email Gateway | Cisco Ironport Email Security Gateway | Cisco UCS | RSA Authentication Manager 8.1 (for 2 factor authentication) | Citrix Access Management and Presentation Server | Exchange 2013 to 5.5 including backup, restore and integrated into Symantec Enterprise Vault | McAfee ePo (E-Policy Orchestra) 4.6.6 | Symantec Backup exec & Netbackup | Sharepoint 3.0 | Blackberry Enterprise Server 5.0 | MS Unified Access Gateway | EMC Unisphere | Linux* | System Centre Configuration Manager (SCCM) | Systems Centre Operations Manager (SCOM) | Forefront TMG | Unified Access Gateway (UAG |Forefront Identity Manager (FIM)

Implement best technical practices for installation, configuration, and updates (patching, firmware, software and windows updates) and deliver 3rd line server and storage support services in project & BAU environment. Raised incidents in IT Service management software called Service Now. Provided server support, storage support, e-mail support, and web support. Reduced cyber security incidents by investigating phishing emails, viruses, and suspicious account activity. Monitored email, web, storage, virtual and physical server environment via solarwinds and opsview.

***Key Achievements:***

* Introduced latest technologies and created whole new virtual infrastructure for Thales engineers to work on IL5 Royal Navy Dreadnought class submarines Sonar and Optronics systems. Produced document for project including Detailed Design document and build documents.
* Achieved highest success rate among colleagues and resolved over 50% more incidents.
* Applied cost-effective measures and saved money by reducing the need for unnecessary maintenance contracts, licenses, and duplicate devices.

**Systems Administrator & Microfilm Supervisor** (12/2011– 4/2012) Steria UK Ltd.

***Technical Scope:*** *Wintel server 2008/2003 | Exchange 2010 | Networking (CISCO [incl. IPS and ASA], DHCP, and DNS) | Enterprise backups and storage (SAN, NAS, Tapes, and Symantec suite) | Enterprise antivirus (Symantec)*

Improved technical efficiency of the UK 2011 Government Census to the Office of National Statistics (ONS) and Lockheed Martin by provided excellent IT services. Delivered technical support in maintaining Census Web site (Red hat Linux /Apache) and provided Linux server support and bespoke application support. Held the responsibility for microfilming/data archiving/data capture, and supervising microfilm operators. Worked effectively on Oracle SQL databases for data analysis/statistical information. Carried out the installation of system and application patches.

**Key Achievements:**

* Improved new staff’s skills on system administration by providing effective training.
* Accurately processed 94% of completed census 2011 forms from UK population, both online, and paper based while working with a team of 20 employees.
* Developed new skills on how to transfer all census paper forms to microfilm; supervised a team to transfer these scanned in images to microfilm.

**IT Consultancy/Support** (8/2006 – 12/2011) MAK Project Solutions Ltd, Manchester

***Technical Scope:*** *Servers - Microsoft 2003/2008 server, MS SQL 2005, Novell Netware 6.5, Linux SME Server | Workstations – Windows 7, Vista, XP and Mac OS | Software – Office 2003 and 2010 suite, AVG Network Edition, GroupWise email client, Remedy and ARS for call logging. Various imaging technologies including Ghost, Clonezilla, Acronis, and Zenworks.*

Provided IT consultancy and contract services for several clients including North Western Universities Purchasing Consortium, University of Manchester, Manchester Metropolitan University, William Goldberg Marketing Ltd. and Jaybee Telecom Ltd.

**Key Achievements:**

* Built windows active directory domains for small companies to improve networking process.
* Implemented e-mail communications using simple mail software, telecommunications monitoring software, and backups.
* Utilised advanced technical approach in troubleshooting problems and optimised several installations through 1st to 3rd line support of server (mainly HP), desktops, backups, and restores, network switches (mainly Cisco), and routers.

Additional Experience:

**Technical Services Specialist (Remote Infrastructure Team)**, FUJITSU SERVICES, Manchester

**Lead Systems Engineer**, FUJITSU SERVICES, Warrington

**Server Support Consultant**, ICL Multi-vendor Computing, Warrington

**Information Systems Officer**, Manchester Metropolitan University

**Education and Training**

**BSc Honours Combined Studies**, Major - Computers /Minor - Maths

DeMontfort University, Leicester

***Technical Certifications***

CCNA Certified | Security Cleared to SC level | CA BrightStor Enterprise Backup for UNIX Training Microsoft Exchange 5.5 – Design and Implementation | Microsoft Exchange 5.5 – Concepts and Administration | MCSE Certified | Toshiba Certified Computer Service Engineer (CSE-H/I) | CNA, NetWare 4.11 Advanced Administrators Training | CNA, NetWare 4 Administrators Training

**Technical Proficiencies**

AD, DNS, WINS, Advanced Group Policy Management, Exchange | Networking protocols such as TCP/IP and DHCP, EIGRP, RIP and OSPF | VMware 6.5 to 2.0, ESX, ESXi & VSA and more recently NSX 3.1 | Linux RedHat, SME Server | Enterprise backups & Storage (SAN & NAS) Novell Netware 6.5 | Cisco router and switch troubleshooting and configuration