**Faiz ur Rehman**

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**Availability 2-4** Week

A highly competent, proactive and enthusiastic technical support specialist with experience of providing advice and practical assistance to system users face to face and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st and 2nd line support calls. Boasting a consistent & proven track record of successfully employing best business practices that improve efficiency, reduce operating costs whilst increasing performance. I am happy to relocate anywhere in the United Kingdom.Being an Oracle9i Certified Associate, I have sound knowledge of databases and working experience of Microsoft SQL Server and scripting in SQL.Now looking for a suitable position with an ambitious & exciting company. Working experience on well-known companies in media and support. Support experience in Britain Got Talent and #WembleyClub. I have also worked in Toyota where I have worked on Virtualization. Hands on expeirence on VDI and VM Horizon Management.

**Key Skills**

**Excellent**• Active Directory • SCCM (1 year) • Office 365 Admin (1 year) • Mobile Device Management (MDM) • Microsoft SQL Server • Microsoft Windows 2000 Server • Microsoft Windows 7-10 • Oracle 9i Associate (OCA) • Service Now • Incident Management • Request Management • Sybase • Troubleshooting Of Network And Printer • VMware • VM Horizon • Cloud management for Azure and Exchange • Network Patching **Good**• Altiris Deployment • Client Support • Dell Server Hardware • Device Management • Domain Name Server Protocol • FTP • Good Communication Skills • Hardware Support • iPad Support • ITIL • Lync Administration • Microsoft Exchange 2010 • Microsoft Office • Microsoft Office 2007 • Microsoft SQL Server 2008 • Microsoft Windows 2008 Server • Microsoft Windows XP • Oracle 9i • PC Hardware • Practical Assistance • Print Server • Responsible For Taking Backup •  • SCCM administration • Secure Socket Layer • Share Point Administration • SQL • Support Experience • Troubleshooting • Troubleshooting Of Network And Connectivity Problems• Microsoft Outlook • Remote Support • Responsible for Daily Backups of the systems and virus updating • VDI management • VM Horizon • MS O365 Administration • Active Directory, Exchange and User Management on Cloud Technology  **Basic**• ASAP methodology • Email Support • LAN/WAN > LAN • Microsoft Exchange Server • Responsible for Network • Responsible for Network/ Server Administration • Responsible For The Smooth Running • Technical Support

**Employment History**

**Cover Engineer: 2nd Line Engineer  
Ultima Business Solutions**  Nov 2018 - Present

\* As a cover engineer worked in project of Britain Got Talent at Wembley Arena, Appolo.

\* Configuring and Managing devices through SCCM, also deploying packages & build process  
 \* Office 365 Administration  
 \* Administration of VDIs through VM ware Horizon  
 \* Building windows 10 machines (Laptops/Workstations).  
 \* Resolving incidents as per defined SLA occurs day by day.  
 \* Completing Service Tasks and cases comes in the queue on Service Now  
 \* Installing new updates by using Kaspersky Security Centre  
 \* Encryption/Decryption of laptops and workstations  
 \* Administration of Active directory on Windows Server 2016  
 \* Mobile phones Support (Apple iPhone)  
 \* Incident Management for MacBook

**IT Support Engineer  
 Soft System Solutions Ltd.**  Dec 2014 - Jul 2018

\* Building windows 7 machines (Laptops/Workstations).  
 \* Installation/Un-installation of requested software such as Microsoft SQL Server/Visual Studio/Thompson Reuters/Oracle/Sybase  
 \* Tacking backup of profiles/important data as per requested.  
 \* Creating/deleting Outlook profiles and OST files in terms to resolve the email problems.  
 \* Resolving the printer incidents occurs day by day.  
 \* Reporting to Service Delivery Manager  
 \* Monitor/restart/manage Altiris agents  
 \* Creating/deleting/managing Active directory users/workstations etc.  
 \* Moving in/out machines/users from Appsense environment

**IT Support Engineer  
CA-CIB**  Dec 2013 - Oct 2014

\* Taking calls from 1st line support on priority basis on HP Centre.  
 \* Resolving issues those occurs day by day in office environment.  
 \* Installation/Un-installation of requested software such as Microsoft SQL Server/Visual Studio/Thompson Reuters/Oracle/Sybase  
 \* Building windows 7 machines (Laptops/Workstations).  
 \* Tacking backup of profiles/important data as per requested.  
 \* Coordinating with IT groups to resolve the issues ASAP.  
 \* Creating/deleting Outlook profiles and OST files in terms to resolve the email problems.  
 \* Resolving the printer incidents occurs day by day.  
 \* Reporting to Service Delivery Manager  
 \* Monitor/restart/manage Altiris agents  
 \* Creating/deleting/managing Active directory users/workstations etc.  
 \* Moving in/out machines/users from Appsense environment  
 \* Remote support to home users

**System Engineer  
 NADRA**  Apr 2003 - Jun 2008

Responsible for the smooth running of around 40 Data Units and visiting the sites to resolve the issues where different kind of IT equipment's are in working. Managing a team of at least 20 people. Creating reports for the System Administrator  
 \* Providing telephonic/email support to more than 50 NSRCs for desktop computers, servers, printers, scanners, cameras, VPN/dialup connection, switches, network, exchange and active directory.  
 \* Diagnosing the issues and remotely resolving them  
 \* Answering end users queries and maintaining them in the log book  
 \* Managing all the databases in the centres.  
 \* Taking Daily Backups of the databases.  
 \* Responsible for smooth working of more than 30 workstations, Digital Cameras, Thumb Digitizers and Printers in the NSRC (NADRA Swift Registration Centre, Karachi, Pakistan).  
 \* Responsible for Network/ Server Administration, LAN maintenance, Security issues such as Virus Protection, Data Storage and Backup on different Media.  
 \* Installation and updating the frequently upgrades of internal office application Soft wares and antivirus.  
 \* Writing daily reports for the System Administrator and Operations Manager

**Education and Training History**

**Master of Business Administration (masters) Project Management   
University of Wales** 2012

Project Management

**Bachelor of Computer Sciences (bachelors) Computer Science   
Shah Abdul Latif University** 2002

Computer Science