**TARIQ S MOHAMMED**

**B.Tech in Electronics & Communication, MSc.in Computer Networking, AWS Solutions Architect – Associate, MCITP, MCTS, MCSA, ADSE Honours (Advanced Diploma in Software Engineering)**

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**EMPLOYMENT SNAPSHOT**

* Present contracting as a **Cloud Infrastructure Support Consultant** at **Six Degrees Technology Group Ltd**
* 4 Months contracting as **VMware, Citrix & Wintel Infrastructure Consultant** at

**London &** **Southeasternrailway**

* 3 Months contracting as **Infrastructure Consultant / Project Lead** at **HTG**
* 6 Months contracting as **Cloud Infrastructure Engineer / Project Lead** at **SHG**
* 3 Months contracting as **Infrastructure Architect / Consultant** **at ABF Soldiers Charity**
* 3 Months contracting as **Snr Server Virtualisation (Citrix – VMware)** at **EK Services**
* 1 Month contracting as **Wintel - VMware Consultant** at **Stephens IT**
* 14 months contracting as **Cloud Computing Virtualization Specialist** at **DXC Technology**
* 3 months contracting as **Infrastructure Analyst** at **NHS**
* 6 months contracting as **Senior Technical Analyst** at **Anthony Nolan**
* 6 months contracting as **Citrix Support / ICT Engineer** at **Golding Homes**
* 7 months contracting as **Senior Project Engineer** at **NHS South East CSU**
* 3 months contracting as **Service Desk / SCCM Engineer** at **Inmarsat**
* 3 months contracting as **2nd Line support Engineer** at **Office of Fair Trading**
* 2 months contracting as **Desktop / Server Support Engineer** at **Cartesian**
* 3 years as a **2nd Line Support / Network Engineer** at **Joskos IT Solutions**

**PROFESSIONAL PROFILE**

An Appropriately Qualified, **Enhanced CRB Cleared, Scotland Disclosure Cleared, BPSS Cleared**, Experienced IT Professional, Specializing in **Infrastructure, Virtualization & Cloud Computing** Support, with core strengths in **Microsoft Technologies** combined with **VMware**, **Citrix**, **Azure and AWS** Proficiency and **Cisco** awareness with experience in **ITIL Managed Environment.**

A hardworking, Enthusiastic Individual with excellent communication skills and able to prioritise workloads successfully, use own initiative and work well as a member of a team to achieve company objectives. Keen to learn new skills to enhance career prospects. Now seeking an opening where existing and potential skills may be utilised to fullest extent.

**CORE COMPETENCIES**

* **Windows** 2008(R2)/2012(R2)/2016/7/10 – Installation, Configuration, Administration and Support
* **Active Directory** 2003/2008(R2)/2012(R2)/2016 – Installation, Configuration, Administration and Support
* **SCCM** 2007/2012 – Installation, Configuration, Administration and Support
* **Exchange** 2007/2010 – Installation, Configuration, Administration and Support
* **VMware** ESXi 5.5/6.0/6.5/6.7 – Installation, Configuration, Creation and Administration of VM’s and Support
* **Citrix** XenApp 6.5/7.15 – Installation, Administration of Server Farms and Support
* **Cloud Computing (Azure & AWS) –** Implementing Azure Infrastructure solutions & AWS Solutions Architecture

**EDUCATION AND QUALIFICATIONS**

* **AWS**  - Solutions Architect – Associate (Certified)
* **MCITP** – Microsoft Certified IT Professional (Windows7 Enterprise Desktop Administrator)
* **MCTS** - Microsoft Certified Technology Specialist (Windows 7 Configuring)
* **MCTS** - Microsoft Certified Technology Specialist (Server 2008 Active directory Config)
* **MCTS** - Microsoft Certified Technology Specialist (Server 2008 Networking Infrastructure)
* **MCSA** - Microsoft Certified Solutions Associate (Server 2008 Administrator)
* **MSc.** – Master of Science (Computer Networking); University of Greenwich (UK)
* **B.Tech** – B.Tech in Electronics and Communication Engineering (JNTUniversity)
* **ADSE(H)** – Advanced Diploma in Software Engineering

**SOFT SKILLS AND TRAINING**

* Delivered successful Training on Technologies to New Hires or Permanent Employees.
* Excellent Documentation skills for Handover process at the end of any Assignment.
* Proposing new possible solutions in team meetings with Management.
* Mentoring new hires and manage their Technical work space.
* Training on Cloud Computing (Azure) delivered to Service desk & 2nd Line Engineers.

**PROFESSIONALLY TRAINED TECHNOLOGIES**

**NETWORKS - CCNA (200-120**) – Cisco Certified Network Associate

**VIRTUALISATION - VMware VSphere 6** – VCP6 – Data Centre Virtualization

- **Citrix 7.6 –** Xendesktop

**- Hyper-V**

**Cloud Computing - Azure –** Implementing Azure Infrastructure Solution (70-533)

**- AWS** Solutions Architecture Associate.

* Excellent knowledge of the Citrix Presentation Servers
* Managing Storage Area Network (SAN) and VMware environment
* Responsible for the management of the VM’s and Xenapp server environment
* Migration through VMotion and Storage VMotion
* Creation of LUN’s and Volumes for SAN Storage
* Configuring and Administering of vm’s and AD on Azure
* Configuring and Administering of Instances, EC2, S3 on AWS

**DETAILED EMPLOYMENT HISTORY**

**Employer: Six Degrees Technology Group Ltd (London)** [www.6dg.co.uk](http://www.6dg.co.uk)

**Period Employed: October 2019 – Present**

**Roles Performed: Cloud Infrastructure Support Consultant**

**Responsibilities: Azure** Administration, **Azure** VM Patch Management**, O365** Administration, Management & trouble shooting issues for multiple clients of 6 degrees. **Azure** AD management for clients. As a **Global Admin Cloud Specialist** Listed on **Microsoft’s** list for 6dg account, I enter, view and manage Microsoft’s support requests. Managing **Citrix** Issues & Applying **Citrix 6.5** and **Citrix 7.15** licenses. Troubleshooting Service Now Priority tickets as per **ITIL Framework**. Using **Solar winds** monitoring tool to monitor Server Alerts. Performing out of Hours and Weekend On call support every 2 weeks. Weekdays Evening On call support from PM to AM, Weekend On call support and performing Morning checks on **Anti -Virus Definition**, **Double Take Data Replication** and **HP Data Protector Backups**. Analysing Client Audit logs on **Exchange Online** for investigating issues and Retrieving **O365** Log reports on client’s request. Creation of **Problem** record for an ongoing issue and troubleshooting accordingly. Managing tickets from the Cloud North, South and Central Queues. Managing Folder security permissions for clients. Taking Ownership of Premium clients tickets and managing the age of tickets. Deleting, Creating and Managing vm’s requested by clients.

**Employer: London & SouthEasternRailway (London)** [**www.southeasternrailway.co.uk**](http://www.southeasternrailway.co.uk)

**Period Employed: May 2019 – September 2019**

**Roles Performed: VMware, Citrix & Windows Infrastructure Consultant**

**Project: T**o Migrate VMware infrastructure from Blackfriars to Uxbridge

(Datacentre) and Replicate to IOMART(Datacentre) for DR. Migration of VM’s

using P2V & V2V & by building new virtual environment for both the

datacentres. Also, Citrix 7.15 Design and Build Environment for accessing

Applications. Project implementation using AGILE methodology. Regular Updates

in weekly meetings on project progress. Adherence to ITIL framework when

implementing change control. Engaging with Internal and External Stakeholders.

Regular Data Centre visits with PM.

**Technologies:**

**Windows 2008 R2, 2012 R2, 2016:** **C**reation of multiple new VM’s on the new site. Creation &

Hardening of New Win 2016 and 2012 R2 Gold builds as Master image for citrix

worker servers and for servers accessing Citrix Apps. New Domain Controller,

DHCP server builds. Migration of Old physical DC, DHCP to the new Virtual DC

and DHCP Builds. Create and Design Active Directory, OU and Group Policy for

new build severs with applied policies, for the new datacentre. Windows Server

2008, 2012 R2, 2016, Active Directory, Group Policy, DNS, DHCP, Building

Virtual Servers on Virtual Environment such as VMware

and Citrix. Multiple ADFS Builds & Install SSL Certificate & Configure ADFS.

Assigning Primary & Secondary ADFS Server Roles.

Server Hardening of Master Image followed by template creation.

**VMware (ESXi)6.7: C**reate and Design the VMware 6.7 for the new site. VMware 6.7 Design, Build

and Administer. VM creations on both the vCentre sites / datacentres using

vSphere client. vMotion, vSan and RSM. Migration of on premises Environment to

VMware environment. All the new server

builds on vCenter for both the datacentres (Uxbridge & IOMART) replicating for

DR. Physical conversion using P2V and Virtual conversion of Hyper-V Virtual

machines to VMware using V2V. Assigning

VLan’s to the VM’s as per the allocated IP’s. Replicate Templates / VM’s

between 2 datacentres (vCentres). Administering VMware Environment, by

managing snapshots, converting vm’s to ovf templates, scaling the resources for

vm’s, Monitoring alerts and alarms and Administering Datastore and vSan in the

vSphere environment using vRealize Operations Manager.

Importing and Deploying Images on vm’s through ovf onto our vCenter

Environment.

**Citrix 7.15: C**reate and Design the new Citrix 7.15 Environment for application

access.

Building Storefront, NetScaler, Delivery controller for configuring

worker servers. Applications on physical servers needed to be virtualized within

citrix environment.

**Employer: Howell Technology Group (London)** [**www.htguk.com**](http://www.htguk.com)

**Period Employed: Feb 2019 – May 2019**

**Roles Performed: Infrastructure Consultant / Project Lead**

Creating HLD for pieces of work involving challenging Project of AD and Citrix

Consolidation Assignment.

Network drive migration for users to access drives in new domain.

User migration from one domain to another for access of Dynamic CRM.

Attending Workshops to understand road map and strategy design for the client.

Engaging with Stakeholders (Internal & External) to understand expectations.

Analysing the current infrastructure design and proposing the possible solution

Design for implementation.

Architecting the design and submission of the proposed model.

Validate the client laptop requirements (OS & App, Hardware definition) with the

Head of IT and Strategy Architect.

AGILE Approach implementation on Project work to achieve better results.

Leading the Project on Win 10 build by designing, documenting, Implementing the

build and deploying successfully on the corporate laptops using Desktop Central.

Leading the Project on Win 10 build by designing, documenting, implementing the

Applications, Software’s to be installed on laptops using Desktop Central.

Design & Document the Agreed VPN Model such as Always On VPN for the new

build laptops.

Active use of Change Management to facilitate successful change whilst

protecting the live environment.

**Employer: Southern Housing Group (West Sussex)** [www.shgroup.org.uk](http://www.shgroup.org.uk)

**Period Employed: July 2018 – Jan 2019**

**Roles Performed: Cloud & Infrastructure Engineer / Project lead**

**ITIL Management** – Creating, Managing & Owning Incidents, Problems and Changes on VIVANTIO.

Carrying out tasks that require going through Change requests.

Creation & Closing of Problem Records on repetitive incidents.

**Server Management** – Managing disk space on Virtual servers (Under Change Management)

Proxy bypass on Proxy Servers

Monitor, Diagnose & Resolve Various SCOM Server Alerts.

Managing Disk space on Citrix profile and Worker Servers.

Managing Veritas Backup Exec Servers and daily Backup jobs.

Creating and Decommissioning of Virtual Servers.

Diagnosing performance issues on Application Servers.

Patch Management Using WSUS and SCCM.

**Citrix 6.5 Administration** - Managing Citrix Appcentre (XenApp 6.5)

Installation of Apps on Citrix Worker Servers and Publishing the Apps

through ICA. (publish short cut, test app).

Installation of DigiCert (SSL) Certificate on the Citrix Gold Image.

PVS Server checks.

Experience with desktop OS (Windows 7 and Windows 10) &VDI

Trouble shooting VDI application issues

DigiCert installation on Citrix gold image.

Trouble shooting citrix server connection issues.

Publishing Desktop Applications to selected users.

VDI rollouts.

**VMware 5.5** - Managing Virtual Servers on VMware Vcentre 6.0 Environment.

Managing Datastore space using VM and Host migration.

Occasional Use of V-motion and SV-motion.

Monitoring and Diagnosing of Alarms and Alerts on vSphere.

**Azure** **Administration**  - Managing Resources (Resource Groups, VM’s, Vnets, Ports, Storage)

Using PowerShell on Azure Portal.

-Creation of Resources (Resource Group, VM’s, Storage, Vnets, Subnet)

-Virtual Network, Subnet creation for Network isolation between VM’s.

-Monitoring AD Azure Federated Services Sync.

-Managing Azure Active Directory users and groups.

-Synchronising on Premise AD to Azure AD.

-Diagnose VM routing issues on Express route etc.

**Office 365 Administration –** Managing O365 licenses to users on O365 portal.

Managing Skype for Business License to users.

Facilitating skype meetings for users on request.

Migration of on premise Outlook 2010 user mail box to Office online.

**Veritas Backup** - Managing & Administering Backup server.

Perform Daily, Weekly and Monthly backups on tapes.

Restoring of Mail boxes / files / folders from backup restore.

Troubleshoot failed and missed backup jobs.

**Project Work** - Project Lead for Structuring of Veritas Backup for SHG.

**Employer: ABF Soldiers Charity (London)** [www.soldierscharity.org](http://www.soldierscharity.org)

**Period Employed: April 2018 – July 2018**

**Roles Performed: Infrastructure Architect / Consultant**

Able to treat multiple **Projects** simultaneously such as:

Implementing and Designing Windows Infrastructure.

Windows Server builds –Domain Controllers, Design AD & Group Policy Definition

Design and create DHCP Scopes and Reservation for multiple vlans

Vlan creation to isolate traffic between different company groups.

Group Policy Implementation for disabling or restriction of Features.

Windows 10 Deployment using Desktop Central.

Powershell script to enable and disable windows features.

Design & Implement VMware, Vcentre Infrastructure.

Setting up Veeam Backup & Replications solutions.

Migration of Veeam to a new Build Server.

Upgrading ESXi 6.0 to ESXi 6.5.

Creating VM Instances on Azure.

Implementing Virtual networking on Azure.

Documentation of Project work for the benefit of Junior Engineers.

Keeping IT Compliant in line with the Cyber Security Policies (Regular Server scans on Nessus).

Managing Bitlocker implementation on laptops & tablets.

Managing Desktop Central for OS Deployment, OS Patching & Addition or Deletion of Machine records.

Managing Web App (Cascade) Server.

**Employer: EK Services (Thanet & Canterbury District Council)** [www.ekservices.org](http://www.ekservices.org)

**Period Employed:** January 2018 – March 2018

**Roles Performed:**  **Snr Infrastructure Virtualisation Engineer (Citrix 6.5 & 7 / VMware 6.0)**

**Responsibilities: Wintel and Security:** Server 2012 R2 & 2016 Standard Builds on VMware 6.0. Storage (Disks, Volumes) creation and allocation to the new built Virtual Servers. Installation of SOPHOS Enterprise onto the new built severs. Vulnerability Scanson over 500 Virtual Servers Using NESSUS Scanner, Resolving Vulnerabilities and reducing potential attacks, by applying Updates / Patches, adding registry keys etc.

**VMware 6.0:**.VM Administration on vSphere Client. VMotion of VM’s between Hosts, Diagnose CPU and Memory usage alerts on VM’s and Hosts, Snapshots creation and deletion, Restoring removed VM’s using .vmdk file, Extending hardisk size of vm’s on request, Building New VMware Hosts by Installing and Configuring ESXi 6.0.(DHCP,DNS etc). LUN’s & Volume Creation for SAN Storage. Upgrading VMware hosts using Update manager. Install / Upgrade VMware tools on vm’s. Decommissioning virtual servers, exporting .OVF and .VMDK files before decommissioning. Liaising with external stakeholders on identifying the Host CPU license cost and advising the company on the licenses required per CPU. Licensing Standalone ESXi Hosts.

**Project:** To Patch / Update 30 Virtual Hosts on Canterbury, Dover and Thanet’s sites to the updated version by Installing, Configuring DR Virtual Host’s and Introducing to the Cluster -Migrating vm’s from other hosts on to the DR Hosts -Patching the existing hosts using Update manager or using Putty –Migrate the vm’s back to the Patched hosts.

**Citrix 6.5 & 7.1:** Monitor and Administer Citrix Appcentre for XenApp 6.5 and Citrix Studio and Citrix Director for XenApp 7.1. VM’s creation on XenCentre 7.1 using existing Templates & Provision vdisk using PVS console. Storefront for web interface. Project on re-directing users from Xenapp 6.5 to Xenapp7 in batches.

**PVS 7.14:** Creating vDisk’s in Maintenance, Scan, Patch and Install Image’s with relevant updates, fixes and installations. Sending the Image into Test for Testing. Successfully Promoting the Image into Production Environment to be picked up by Devices for Live users to work on.

**ITIL Framework:** Incidents and Changes are logged and resolved using TOPDESK as an incident management Tool. Creating **Change request** before implementing any change on the Virtual Servers, such as, Decommissioning VServer, Increasing Disk Space, Uninstalling Java or other App, New VServer Builds etc.

**Backup & Replication:** Daily Backup and Replication checks carried out using ARCSERVE and Diagnose failed backups of virtual servers. Restore Backed Up VM’s or Files/Folders on clients Request. Deleting decommissioned Sever nodes.

**Employer:** **Stephens IT Solutions (Croydon**) [www.stephens-IT.com](http://www.stephens-IT.com)

**Period Employed:** Nov 2017 – December 2017

**Roles Performed:** **Wintel - VMware Consultant**

**Responsibilities:** Configuration of ESXi 5.5. Installation, Configuration of Win 2008, 2012 R2 on Virtual Machines. Managing resources to VM’s on VSphere client. Designing and Implementing Active Directory and OU with Users,Computers and Groups on Domain Controller. Configuring DNS, DHCP and Group Policy implementation. NAS and SAN Storage setup. Setting up DFS for file sharing. Established Backup and Replication for Virtual Infrastructure on V-Ranger. AD / OU Replication on Alternate DC for Failover and Created a two node for Failover on Windows Server 2012 R2. Setup WSUS for scheduled updates.

**Employer: DXC Technology (Was HPe) (Cobalt Business Park, Newcastle)** [www.dxc.technology](http://www.dxc.technology)

**Period Employed:** Aug 2016 – Oct 2017

**Roles Performed: SC Cleared Cloud Computing Virtualisation Specialist** **(XenApp 6.5/5, VMware ESXi 6.0)**

**Responsibilities:** Performing Early morning Server Health Checks (06:00 – 07:00) :

Server Load Checks, PVS Services running, IMA / Appsense Checks (Ensuring all the servers are running for users to access worker servers), Checks for plenty of available XenApp Servers Monitoring and rebooting them when required, Desktop Director Check (Check through Xendesktop farm ensuring desktops are available) Check Xendesktop pools and associated host on Xencentre. Running commands to check the list of online and offline XenApp servers.

**Citrix:** Ensuring PVS Servers are streaming the gold build image and balanced on both the datacentres (Wynyard & Doxford). Administering Resource pools by balancing equal number of Hosts. Diagnosing Offline Resource Pools.Configuring Xendesktop, Citrix XenApp 5 and Citrix XenApp 6.5 configuration and end user support. Desktop Creation and management of Citrix PVS managed Gold build images, Perform system health checks, status monitoring of App-V, Citrix, Appsense hierarchy. Attaching the detached VDI’s back to hosts.

**Azure Cloud Computing:** Creating, Deploying and Managing the lifecycle of Virtual Machines in Azure.

Create, Implement and Administer Active Directory in Azure. Synchronize on Premise Active directory with Active Directory in Azure. Create users in Azure Active Directory and Assign Applications to Users in Azure. Join Workstations to Azure Active Directory. Creating SSO for users on Azure infrastructure. Load Balancing Web Traffic through Traffic manager on Azure. SharePoint Administration including uploading daily Incident management reports on SharePoint.

**ITIL Framework : Incident Management** – As an Incident **Queue manager**, assigning and managing incidents to team members and ensuring the incidents are worked on by priority e.g. P1, P2 etc.

**Problem Management** – Being a **Problem Lead** to My Team, I ensured the problem records assigned to

Engineers are updated on a daily basis and progressed through the lifecycle towards the closure.

**Change Management** – Approving the impacts and non-impacts of the changes relevant to the citrix team.

Good understanding on CRM Salesforce.

**Server, PowerShell Automation and SCCM:** Unlocking Files on File servers (DFS), Server based OS knowledge (Win7 / W2K3 / W2k8 / W2k12). Understanding of Microsoft Active Directory managed domains and associated services e.g. DNS, DHCP. General Networking awareness associated with standard 2nd / 3rd line desktop / Server support exposure. PowerShell awareness and scripting ability, Automation using PowerShell commands for Citrix Administration for Servers, Users and Applications. Deployment of Applications via Microsoft SCCM 2012. Generation of software distribution & installation status reports,

**VMware ESX 6.0:** Installation, Configuration of ESXi 6, Creating VM’s, Monitor VM’s Memory Allocation and CPU Performance. Build, Manage and Configure ESXi Hosts, Rebooting VM Servers, Analysing and Re-Balancing Load on Resource Pools, VM Cloud Clients. Performing VMotion, Administering VCenter. Ensuring XenApp 5 and 6.5 worker servers remain online and healthy on the VSphere client, unless they are master servers which remain offline. Troubleshooting Triggered Warnings on VM’s such as Low disk space, Memory usage. Establishing SAN Storage and Virtual Network for VM’s on ESXi Hosts.

**Project:** Imaging Multiple HP Hardware corrupted Blade Servers with clean OS, installing and configuring Antivirus etc... For the TNT Client at their Datacentre.

**Employer:** **NHS Trust (St. Georges University Hospital)** (South London), [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)

**Period Employed:** May 2016 – Aug 2016

**Roles Performed:** **2nd / 3rd Line Infrastructure Engineer (Project & BAU)**

**Responsibilities: BAU (Networks) :** Resolving Network issues such as making ports live across the hospital, Configuring and patching network ports and Switches. Changing vlans on the switch port, finding all the switch ports and the connection status with their speed and vlans. Providing Assistance to peers / colleagues on resolving Network related issues. Reserving and Assigning IP’s to devices from the DHCP Pool.

Administration of Active Directory, Remote Desktop Services, TCP/IP, DNS, and DHCP

**Package Building (SCCM):** Building Multiple MSI packages for the Centralized deployment of applications via SCCM. Pushing the packaged application on to the distribution point and initiate deployment.

Conversion of EXE to MSI for silent installation through SCCM.

**Carrying out Project work By** Formalizing Strategies on how to manage high volume back log calls within limited resources. Engaging with end users in relation to the services or any possible risks Such as Incidents, Problems and Requests. Also engaging in Change Management process. Whilst managing the process of back log calls, Sound Technical knowledge required to help reduce Backlog queue along with the team of 4 Engineers advising and assisting on how to reduce the queue. Capturing any Escalations and trends. Identifying with the end users on the different versions of clinical software’s or applications and its compatibility with the upgraded operating system (Win 7), ensuring clinical applications and software’s such as EDM, Reflection (QMHPAS), ICLIP, Audit base, Soliton, Dictate IT(web based) are Operating system friendly without any compatibility issues. Responsible to ensure every new build has the relevant remote access tool such as VMware Horizon enabling Users to establish client connections to VMware sessions. Project also included of rolling out of VDI’s to the entire trust. As a part of the Imaging machines Project, I was responsible in ensuring the smooth functioning of the imaging process testing the machines post imaging and delivering the imaged machines to the end user.

**Employer: Anthony Nolan** **Trust** (North London), United Kingdom – [www.anthonynolan.org](http://www.anthonynolan.org) (*saving*

*Lives of people with Blood Cancer*)

**Period Employed:** November 2015 – May 2016

### Roles Performed: Senior Technical Analyst

### Responsibilities: 2nd/3rd line Wintel Server Support/Administration:

Hands on exposure to support, maintain and develop charity’s Microsoft Windows Server Systems (2008/2012), Active Directory & NIS (Remote Desktop Services, TCP/IP, DNS, and DHCP).

Performing daily operational support of Wintel Servers, server health checks, troubleshoot issues, root cause analysis, break fix. ITIL Framework Management on Manage Engine for Service Desk Plus. Daily checks on the following: 1. Symantec Backup Servers 2. Citrix Access gateway (CAG) services and the VD’s 3. XenApp Servers and VDI functionality 4.Webmail Access for external users. Exchange 2010 Administration 5. Microsoft CRM Dynamics administration, assigning roles to users to work on project (CORAL) integrated with CRM. User creation and managing user roles on Dynamics CRM, Reporting Error Logs and Transaction Errors on CRM to the CRM Devops Team.

**Virtualisation and Storage platform administration**: Hands on experience with mainstream virtualisation platform (Hyper-V, VMware, XenServer). Administration of virtual machines, building new VMs, creating snapshots, VM Migration between hosts and clusters, VM Conversion on different platforms (Xenserver – Hyper-V), Troubleshooting VM operation at a basic level. Good understanding and knowledge on Netapp SAN storage (Aggregate / Volumes / LUNS). Also good knowledge on different protocols such as ISCSi, NFS, CIFS.

**LAN/WAN administration:** Understand and oversee the daily operations of Anthony Nolan HP Local Area Network, plus liaise with third party supplier to ensure connectivity across multiple sites. Activities also include switching and routing engine re-configuration, VLAN creation and port-to-VLAN mapping, physical re-cabling, and introducing new devices to the environment.

### Citrix Environment: Day-to-Day Operational Support for XenApp, Creating VDI’s for Citrix users, Conducting server health checks, Troubleshooting issues, root cause analysis, break-fix. Diagnosing user’s session/application issues, or to Publish a new, or Existing application to a user(s). Removing Citrix servers from the pool troubleshooting and adding back to the pool. Updating software’s on all the XenApp servers. Supporting VPN through Citrix.

**Backup and Replication**: Checking the backup report for all the failed backups such as Hyper-V Snap manager Cluster 1 & 2 and drilling down to the failed VM’s on the Hosts and reporting for diagnoses. Checking if Symantec backup on Server executes successful backup jobs overnight and report any failed backup to the SQL Administrator. Good understanding on Veeam backup and replication.

**Project Work:** Migration of Virtual Machines from Xenserver to Hyper-V

Migration of Virtual Machines within the same Host or between Clusters

Updating Entire Active Directory contents using Excel and PowerShell

Migration from Exchange 2010 to Office 365

**Employer:** **Golding Homes** (Maidstone), United Kingdom – [www.goldinghomes.org.uk](http://www.goldinghomes.org.uk)

**Period Employed:** May 2015 – Oct 2015 (5 Months)

**Roles Performed:** **Citrix Support**

**Responsibilities:** Administering VDI’s on Citrix Management Console platform (Creating VDI’s,

Resetting sessions, shadowing users, terminating processes).

* Supporting and Administering Citrix Server farm on Citrix AppCentre – XenApp.
* Monitoring the CPU load & Performance of Citrix Application Servers on server farm.
* Allowing and Prohibiting User logons onto Citrix Servers which enables Load Balancing.
* Active Directory Administration.
* Knowledge on PVS (Provisioning Services)
* Multiple Server Administration on VMware 5.5 environment (File Server, Printer Server, Interface server, Citrix Application Servers) including Client application Specific servers such as Documotive etc.
* Providing Induction to the new hires on IT, Security policy and Compliance.
* Training the new IT staff and helping them understand the process.
* Configuring 10Zig Thin Clients on the Terminal Server (10Zig Manager Console) using asset tags and firmware upgrade, reimaging with latest configuration template.
* Configuring network connection by Assigning static IP’s to 10 Zig Thin clients.
* CCTV sites and setup, recovering images.
* Laptops – Citrix receiver builds.
* Project work - Backing up all leavers emails (.PST files) onto a different server and deleting their mailboxes.
* Project work – Migrating User profiles from old server to a new one with large space and deleting the leavers on both. Pointing User profiles and .PST files to new Y: drive on the new server..
* Creating Cisco IP Phone user accounts on Cisco Unified Call Management Administration console.
* Configure New Cisco IP Phones (7941 or 7942) and setup jabbers.
* Patching network cables on the patch panels and switches to establish network connections on the newly installed machines.
* Understanding, Documenting user issues by asking good questions and listen to the answers in the call logging system.
* Good understanding of Business System Analysis, Business Profile, Business Models etc.
* Assisting Business Analyst on a Project which is designed to help improve customer service.
* Documenting the process of Analysis and Understanding the BA procedures as the Project progresses.

**Employer:** **NHS South East CSU** (Whitstable), United Kingdom - [www.southeastcsu.nhs.uk](http://www.southeastcsu.nhs.uk)

**Period Employed:** Sept 2014 – April 2015 (7 Months)

**Roles Performed:** **Senior Project Engineer**

**Responsibilities:** Upgrading to Windows 7 from Windows XP on all the client machines in Kent &

Medway Surgeries and Health Centres.

* Cloning Multiple Hard drives on Dell Server with Win 7 image.
* 2nd Line Trouble shooting on Client sites.
* Building, Administering and Configuring Windows Server 2003 / 2008.
* Building, Administering Active Directory, DHCP, DNS.
* VMWare ESXi 5 installation and Configuration on HP ProLiant Micro Server.
* Building VDI’s using VSphere client.
* Patching Network cables to the switches and patch panels and configuring ports.
* Resolving Snagging Issues or Post Upgrade Issues.
* BAU (Business as Usual)
* Installing, Configuring and Supporting Clinical applications such as EMISweb, VISION, DOCMAN, System One, ICAP (Upgrading ICAP Server from WinXP to Win7).
* Setting up Patient calling System (For Doctors and Nurses) i.e. Jayex Board, on clinical applications such as EMIS and VISION.
* Installation of Scanners and Printers on upgraded OS.
* Installation of Prescription Printers on clinical applications i.e. EMIS and VISION.

**Employer:** **Inmarsat** (London), United Kingdom – [www.inmarsat.com](http://www.inmarsat.com)

**Period Employed:** May 2014 – Aug 2014 (3 Months)

**Roles Performed:** **Service Desk Engineer / SCCM Engineer**

**Responsibilities:** Deployment of Software’s / Operating System’s on client machines using SCCM

2007 & 2012.

* Deploying Updates on client Machines Using SCCM.
* Administration of Server 2012 R2 and SCCM 2012 Desktop Build process.
* Lync 2013 Administration, Installation and Configuration (Video conferencing & SIP solution).
* Deploying Office Communicator Software’s Such as OCS, Lync 2013 on client Machines using SCCM.
* Desktop Migration Win XP – Win 7, SCCM, Citrix XenApp.
* Experience of supporting remote tools such as MS Lync.
* Installation of all Microsoft Products including Service Manager 2012.
* Assigning the new built laptops with IP’s from DHCP and adding it on to the Corporate Switch (Wireless).
* Networking - LAN and WAN concepts, Network Cabling and Patching.
* Network Segmentation Project on Switch Port configuration to manage switch port settings.
* Ensuring every corporate machine (Laptop / Desktop) is within its own specific VLAN.
* Ensuring every corporate laptop is added onto the McAfee ePO security software program, which makes it easier to configure, monitor and publish reports about the threats, attacks and protection status.McAfee ePO makes it easier to configure, monitor and publish reports about threats, attacks and protection status. McAfee ePO makes it easier to configure, monitor and publish reports about threats, attacks and protection status.
* Ability to disable and enable HIPS (Host Intrusion Prevention System) on MacAfee.
* Enabling and Disabling Firewalls.
* Working on Desktop and Apps Virtualization such as Citrix XenApp, Citrix Xendesktop.
* Enabling VPN connection for the user using Cisco any connect Client or Citrix UUA.
* User Administration through Active Directory, Group policies and Exchange 2010.
* Creating and managing User accounts, Emails, Distribution list, Adding additional mailboxes on outlook. Etc.
* Blackberry Enterprise Server (BES) administration.
* Application of Token Authentication Products such as Entrust, Defender and RSA for remote users.

**Employer:** **Office of Fair Trading** (London), United Kingdom – [www.oft.gov.uk](http://www.oft.gov.uk)

**Period Employed:** Feb 2014 – May 2014 (3 Months)

**Roles Performed: 2nd Line Support Engineer**

**Responsibilities:** Undertake the tasks relating to the rollout of desktops, laptops and thin clients

Required for the merger of the Competition Commission and the Office of Fair Trade.

* Experience in managing Server 2008, Active Directory user administration (Account creation, group membership, Distribution Lists).
* Virtualisation using VMware vSphere 5.1 / 5.5 (including VMotion, HA, DRS)
* Good understanding and Working knowledge on SAN and NAS Storage and iscsi initiators and targets.
* Ability to build own SAN Storage in a virtual environment.
* Experience in Virtual environments, especially in VMware (ESX) infrastructures
* Creating Virtual Desktop Infrastructures(VDI’s) for new users
* Supporting Thin Clients and VDI’s with Citrix XenApp, Citrix XenDesktop and VMware VSphere5.
* Experience of supporting Windows 7 environment.
* Managing Outlook 2003/2007/2010
* Experience of supporting Citrix XenApp platform and other Virtualised environments.
* Experience in using remote support tools (VPN),RSA Key Tokens, On Bit locker and Be crypt Laptops
* Experience in managing MS Exchange Server 2003/2008 user administration.
* Imaging of client computers, Clean, test and reimage old desktops, laptops and thin clients
* A good understanding of the ITIL framework by Adhering to the IT incident/problem and change processes.
* Microsoft Exchange 2010 Installation, Configuration and Administration.
* Experience supporting users remotely using RDP & VSphere Client.
* Software/Application installation using SCCM Server.
* Resolving incidents and problems both at the desk side and remotely using LANDesk

**Employer: Cartesian** (London), United Kingdom – [www.cartesian.com](http://www.cartesian.com)

**Period Employed:** Jan 2014 – Feb 2014 ( 2 Months)

**Roles Performed: Desktop / Server Support Engineer**

**Responsibilities:** Managing Daily and Weekly Tape Backups & updating backup logs sheet

from the generated report

* Monitoring Alerts on Nagios (System& IT Infrastructure Monitoring Tool)
* Supporting Server 2008, 2012, AD, Exchange 2010, Office 365, Lync 2013
* MS Lync 2013 Installation and Configuration on Windows 8
* Upgrading from Windows7 to Windows8 on client laptops / PC’s
* Delivering EMEA IT process Induction to the new hire

**Employer: Joskos IT Solutions** (London), United Kingdom – [www.joskos-solutions.com](http://www.joskos-solutions.com)

**Period Employed:** Sept 2010 – Nov 2013 (3 years 2 months)

**Roles Performed: 2nd Line Support / Network Engineer**

**Responsibilities:** Resolving all IT Related issues

* School ICT Projects (Setting up school networks, deploying images on Computers)
* Worked on Microsoft Windows Server 2008 R2 – 2012R2 administration, Group Policy Management, Active Directory, PowerShell, DNS, DHCP.
* Administering, Building Domain Controller Server.
* Good understanding and Experience of Failover Clustering on Windows 2008 R2.
* Worked on Multiple Server Installations through Virtualisation.
* Experience in setting up School Networks with a clean CRB
* Worked on Image Capturing and Deployment on multiple clients (WDS)
* Service Desk as 2nd Line Support (Remotely Assisting the Clients)
* Installation and Configuration of Client specific application like Sage Act, QuickBooks and all Educational Software’s for schools
* Worked on setting up Switches and establishing Network Connections
* Installation, configuration and troubleshooting of desktop operating system (Microsoft Windows XP, Windows Vista and Windows 7)
* Installation, configuration and troubleshooting of Server operating system (Microsoft Windows Server 2003 and Windows server 2008)
* Installation and Configuration of IIS on Windows Server 2008.
* Installation, Configuration and Administration of Microsoft Exchange Server 2010.
* Troubleshooting and resolve any problem related to client site.
* Configure and maintain physical network infrastructure including cabling, switches and routers at client site.
* Ensuring every corporate machine (Laptop / Desktop) is within its own specific VLAN.
* Ensuring laptops are added onto the MacAfee ePO security software program, which makes it easier to configure, monitor and publish reports about the threats, attacks and protection status.McAfee ePO makes it easier to configure, monitor and publish reports about threats, attacks and protection status. McAfee ePO makes it easier to configure, monitor and publish reports about threats, attacks and protection status.
* Ability to disable and enable HIPS (Host Intrusion Prevention System) and HIDS (Host Intrusion Detection System) on MacAfee.
* Enabling and Disabling Firewalls.
* Documenting day to day onsite (School) issues and its resolution.
* Provide face to face and on call support to all clients.
* Onsite and online backup for all clients and reporting back to all clients on weekly basis.
* Installation and configuration of antivirus and anti-spam software for exchange server and client operating systems.
* First point of contact for clients and other local offices seeking functionality and technical assistance with various applications, products and their delivery
* Ensuring that the full business impact is gained when dealing with Incident cases
* Accept calls from one business stream (Hosting) and all internal groups.
* Call logging on our sophisticated fault reporting system, Vivantio.
* Password resets as per clients request
* Assigning permissions to users via AD
* Provide and obtain timely updates to/from relevant parties (internal and external)
* Ensure all tickets are chased throughout the call life cycle
* Manage the resolution of issues and keep clients informed.
* Promptly escalate issues that cannot be resolved using own resources.
* Follow Outage procedures as required and keep Customers and Management up to date at all time
* Installing and configuring computer hardware operating systems and applications
* Monitoring and maintaining computer systems and networks
* Talking staff/clients through a series of actions, either face to face or over the telephone
* Troubleshooting system and network problems and diagnosing and solving hardware/software faults
* Supporting the roll-out of new applications
* Prioritising and managing many open cases at one time
* Testing and evaluating new technology
* Inventory Report for all Hardware Devices
* Installation of LAMP (Linux, Apache, MySQL, PHP) And
* WAMP (Windows, Apache, MySQL, PHP) Servers along with Windows server 2003
* Worked on Linux (Fedora) and Windows 2003 by installing both the operating systems on a Virtual machine using VMware (Virtualisation Software)
* Supporting IPads in the Schools.

**PROJECT WORK**

* I have a worked on projects such as Installation of LAMP (Linux, Apache, MySQL, PHP And WAMP (Windows, Apache, MySQL, PHP) Servers along with Windows server 2003
* Worked on Linux (Fedora) and Windows 2003 by installing both the operating systems on a single machine using VMware (Virtualisation Machine)
* Established multiple networks within the university buildings using packet tracer
* Upgrading server 2003 to server 2008 (R2) within VMware.
* Assisting in migration of Linux VM’s from Xenserver to Hyper-V(P2V Migration).
* Migration of Host VM’s using Hyper-V within VMware Environment.

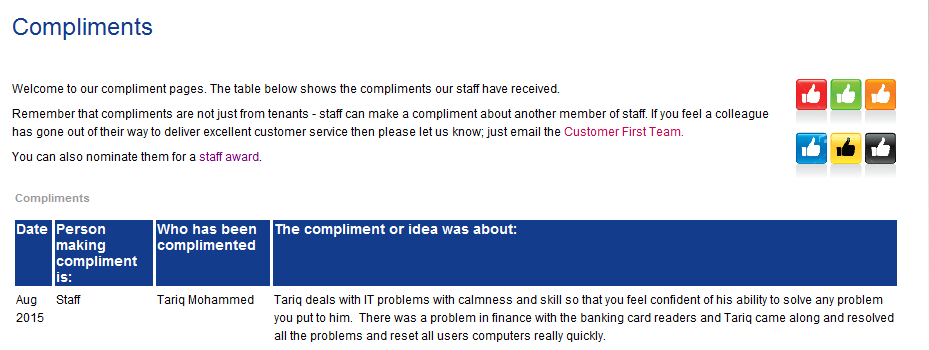
**REFERENCE**S **& COMPLIMENTS**

*“Tariq has been an immensely valuable member of our solutions team and has always excelled in*

*his performance, hence I have no issue whatsoever in recommending him as a candidate. A grounded support*

*and deployment engineer that knows what he needs to do to get results and at all times placing the customer first”.*

***Nick Madhavji - Managing Director Joskos Group.***



**From:** Garry Armour   
**Sent:** 07 September 2015 15:22  
**Subject:** New archive Server for leavers - FP5

To balance the current load on FP4 (Server), which thanks to Tariq now contains practically our entire Y drives, I have moved the Leavers folder from FP4 to a new server.

Kind regards

**Garry Armour**

ICT Operations Manager

Golding Homes