

## MANSOOR AHAMED G

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### Career Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills in the area of Networking environment.

### Employment History

**Vega Intellisoft India Private Limited - (Feb 2019 - Present)**  
**(Saint Gobain Glass Private Limited - Sriperumbudur Chennai)**

Designation : L1 Technical support **Engineer**

Responsibilities and deliverables:

- Installation and configuration support of Windows XP, 7 & 8 workstations and laptops, 2008 & 2012 servers of Dell.
- Maintained and supported more than 60 servers.
- Checking and Updating **McAfee antivirus** to servers and client systems.
- Creating new user accounts, controlling user access to specific system resources based on their profiles in

Windows 2008 Server **Active Directory Service** (ADS).

- Using Active Directory to add and remove users and computers to the correct OUs and give user permissions on different shared folders within different departments.
- Installations and configurations of VPN client using **Cisco**.
- Backup of shared drive files on daily, weekly and monthly basis using **BrightStor**.
- Creating and scheduling the task of bat file for transferring backup from application server.
- Responsible for First-level support for all server related issues.
- Prepared and maintained documentation of standards of procedures (SOP).
- Installing and deploying desktop Operating System and Application through WDS.
- Installing Windows Softwares, Network Printers, Scanners, & standard softwares etc.
- Installing, configuring & troubleshooting with Microsoft Outlook 2007/2010.
- Maintaining Video conferences and connecting to multiple locations.
- Network and Server performance monitoring using **Solarwinds**.
- On-Call Supporting Network issues all over India.
- Working on Tickets as per SLA basis to meet customer requirements.
- Support for Industrial systems.
- Maintain the assets of desktops, laptops and other accessories.

### Academic Qualification

**2019** | **Advances Diploma in Computer Hardware & Networking certified**

**2013 - 2016** | **Bachelor of Computer Application**  
Mohamed Sathak college of arts and science, Chennai - Tamil Nadu

**2008 - 2009** | **Higher Secondary**  
AL - HILAL Matriculation Hr. Sec. School, Gingee, India.

## **Certifications and Trainings**

- Servers, Desktops, Laptops, Workstations and Thin Clients
- Windows Server 2003, 2008, 2012
- Microsoft Office, Outlook, Active Directory
- Operating Systems: Windows XP, Vista, 7 & 10 and MAC OS X
- Remote Access: Team Viewer, HP Remote Access, Apple Remote Desktop
- Active Directory, Azure and AWS
- Brightstor, Solarwinds
- Cisco Anyconnect VPN, IPV4 and IPV6 Addressing, Switches and Routers

## **Projects**

- Successful implementation of upgrades of servers from Windows 2007 to 2010, Microsoft Outlook 2007/2010.
- Delivered High level Design, Detailed Design, Built document and Operational manuals.
- Maintain the assets of desktops, laptops and other accessories.

## **Personal Details**

Date of birth: 11 October 1992  
Nationality: Indian  
Gender: Male  
Marital Status: Single  
Languages: Proficient in English, Tamil, Urdu and Hindi

## **Declaration**

I hereby declare that the details furnished above are true to the best of my knowledge and I also work towards the company growth with teamwork, passion and dedication

Mansoor Ahamed G