MUHAMMAD AMEEN

Dubai 📞 +971-556307402 ✉ Muhammadameen72@hotmail.com

in https://ae.linkedin.com/in/muhammad-ameen-1202fb

PROFESSIONAL SUMMARY

A detail-oriented IT Support Professional with a long career record of over 10 years in network and technical support roles from desktop support and helpdesk officer. Expertise in utilizing technical knowledge to provide support for information system and communication network maintenance, installation, troubleshooting administrative support, and user management. Highly effective team player, with proven success in quality control, customer service, technical support, and operations analysis.

CORE QUALIFICATIONS

Administration: Active directory, File and print server, DNS, Antivirus server, Backup solution and ERP.

Networking: LAN, WAN, Wireless Network solution, Switch, Router, Access point, wireless controller Firewall and VPN

Operating System: Windows, MAC, Linux-Ubuntu-Debian, Windows server and deployment services.

Software: MS Office 365, enterprise applications, and software deployment policy.

Security: CCTV, Door access, and time attendance.

📜 COURSE (HCL Certified)

CompTIA A+
CompTIA N+
CCNA – Cisco Certified Network Associate

🎖 CERTIFICATIONS

(F751-9317)

Microsoft
C E R T I F I E D
Solutions Expert

🎓 EDUCATION

2008 - 2010
Master Of Computer Application
University Of Madras – India
(Attested with UAE Embassy)

2004 – 2007
Bachelor Of Computer Application
The New College, Chennai - India

PROFESSIONAL EXPERIENCE

IT-Network & Technical Support Supervisor
Anticip Middle East Africa DMCC - Dubai

February 2017 – November 2023

Roles & Responsibilities:
- Monitoring and maintaining computer systems and networks.
- Accomplished with DHCP configuration, DNS configuration, and files sharing terminal services (Setup and configuration of RAID partition RAID 1,5,10)
- Upgrading, installing, and configuring new hardware and software to meet company objectives.
- Creating AD users, passwords, user rights, and Implementing group policies.
- Configure and troubleshoot Firewalls, Routers, switches, VPN, wireless access, access points, etc.
- Install, configure, and troubleshoot operating systems Windows, MAC, Linux- Debian, and Ubuntu.
- Configure and troubleshoot MS365 & earlier versions of products.
- Install, configure, and troubleshoot printers and scanners.
- Troubleshooting hardware, software & and other peripheral devices
- Performing disaster recovery planning and execution to ensure business continuity.
- Supporting a Cloud-based web platform for Fleet tracking assets - GSM and satellite devices. Wialon, Trio Mobil, KMI Silvereye knowmadics.
- Create and maintain Accounts, billing, user access and GP policy.
- Performed user account maintenance, managed incidents, and provided resolution for End-user's technical challenges.
- Track the client tickets and solve their queries.
- Creating standard operating procedures as per the client's requirement.
- Preparing documents for hardware configuration and installation.
- Create a user account for login access to the client and implement application group policies for the client.
- Troubleshooting the tracking hardware and solve the issues.
- Keeping up to date with advancements and best practices in IT administration.

ADDITIONAL RESPONSIBILITIES

HIS (Hotel Establishment Information System) report:
- Monitor the updating data for the guest details of check IN/OUT on daily basis to HIS/CID system.
- Monitor the visitor id to scanning properly (or) not.

Time Attendance:
- As per the guideline from HR to assigning time schedule for each employee.
- Configured automatic backup of the database.
- Export the crystal report on monthly basis and forward the HR department (Payroll)

Guest Keycard:
- Maintain the data card printer (SD360)
- Design and Print RFID/MIFARE keycards using the application assure id 2000.

Door Access:
- Maintain the hardware (door lock) model LH400/LH500 with repair and replacement.
- Handling database application server of ZK Bio lock centralized.
- Offline configure the guest keycard and activate each door locks manually.
- Configure Access rights provided to the front office client PC users.

IT Officer
Pearl Coast Premier Hotel Apartment - Dubai
January 2012 – April 2016

Roles & Responsibilities:
- Successfully set up and configured Active Directory, DNS, DHCP Print server and backup.
- Administrating active directory: Creating User account/Password and user's rights.
- Implementing and maintaining group policies.
- Install and configure WDS and SDP Roles for client PC/Laptop.
- Install and troubleshoot all Windows operating systems.
- Install and configure Outlook for clients' PC and Laptops.
- Managing firewalls (SonicWALL) and giving port-level security.
- Managing DHCP server and Antivirus server (Symantec Ver 12.1).
- Install and configure Hyper V.
- Installation, maintenance, and troubleshooting of the network. Problems for printers, scanners, and other peripheral devices.
- Configure and troubleshoot Routers, Switches, VPN & wireless AP.
- Taking regular data backup and restore using Symantec 2012.
- Provide technical support to clients via Remote/onsite.
- Follow up with Vendor to maintain AMC for Hardware & software.
- Ensure that strategic and core information is centralized and accessible to all users by administration of applications and devices in the below.
  - ✓ PMS   - Opera (Version 5) and Opera Interface (IFC8)
  - ✓ Micros 3900/9700 used as passed years 2012-2013.
  - ✓ PABX - Siemens HI path 3000
  - ✓ Call accounting application -- FCS/ Telesuite and voice
  - ✓ Back Office Accounts – Lattice
  - ✓ Guest WIFI access -- 24 online
  - ✓ Door access control application -- ZKbiolock
  - ✓ Door access lock – LH5000/LH4000
  - ✓ Guest Keycard – RFID/MIFARE cards
  - ✓ Data card printer – SD360
  - ✓ Time attendance U260 and application ZK V Middle east
  - ✓ CCTV – HIK Vision

IT Hardware Engineer
OASIS Network Pvt Ltd Chennai - India.
January 2010 – September 2010

Roles & Responsibilities:
- Hardware assembling and troubleshooting.
- Installation of software and operating systems, Windows Server 2003 & 2008, XP, Vista, and 7.
- Installation of all kinds of antivirus software & troubleshooting.
- PC and Laptop repair and troubleshooting.
- Internet router configuration setup as per the client's request.
- Maintains the PC and laptop stock details.
- Maintain annual maintenance contracts for our client companies.
- Maintain customer satisfaction and continue the service with us AMC.

IT Desktop Service Engineer
Chandra Computers Pvt Ltd Chennai - India

January 2009 – December 2009

Roles & Responsibilities:

- Provide on-site Technical Product support or installation.
- Install hardware and software configurations, Install, troubleshoot, and maintain the computer.
- Systems, hardware, and peripherals
- Identifies, analyzes, and repairs product failures, and orders replacement parts as required.
- Provide technical product training and basic user functionality training to the customer base when required.
- Work closely with Field staff to implement appropriate policies to manage workflow.
- Provide Tier 2 Technical Product customer support.
- Resolve customer issues with hardware and software-related issues.
- Ensure customer satisfaction is maintained.
- Escalate technical issues to R&D/Product Management as needed.
- Escalate customer issues to line supervisors.
- Provide product feedback/customer suggestions to R&D
- Support the implementation of the help desk tracking system, with recommendations for
- Continuous improvement from the system, process, and end-user perspectives

IT Help Desk Engineer
Virtusa Private Limited Chennai-India.

April 2008 –October 2008

Roles & Responsibilities:

- Answering the queries of users related to SOFTWARE, HARDWARE, LINKS, MAILS related issues.
- Closing the calls through RDS Support.
- Coordinating meeting arrangements via video conference
- Installation, configuration, troubleshooting of DELL & HP desktops.
- Configuration and troubleshooting of DELL, HP laptops.
- Configuration of troubleshooting of MS-OUTLOOK.
- Troubleshooting of network printer and configuration.
- Troubleshooting of Windows Operating system related issues
- Installing Windows 2000/2003 server family & configuring system as per user requirements.
- Installation of different application software troubleshooting.
- Responsible for asset management.
- Responsible for Anti-virus activities and updating patches.
- Responsible for patch updating through SMS server.

MUHAMMAD AMEEN