Desktop Support Engineer

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MIR AHSAN ALI KAZMI

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**CAREEROBJECTIVES**

* A self- motivated, IT professional with morethan10years of experience eas **SYSTEM ADMINISTRATOR,/IT SUPPORT ENGINEER AND** Seeking an opportunity to working good company where skill s and experience an add value Accustomed to long hours, and eager to learn new Technologies.

**Technicial Skills.**

* **OPERATINGSYSTEMS:WINDOWSSERVER2008,2008R2,2012**:(ADDS,AD,DHCP, DNS, HYPER-V,).
* TCP/IP Design, Implementation and Maintenance on a LAN and WAN scales kills.
  + **VMware:VIRTULIZATION**
* SoundknowledgeinVMwarevSphereDatacentervirtualization.
* Goodunderstandingabout ESXi ,v Center,vMotion, svMotion, evMotion ,DRS,HA,FT.
* SoundknowledgeaboutImplementingandtroubleshootingVMwareVirtualenvironment.
  + **HARDWARE**:SystemtroubleshootingandresolvesSoftware/Hardwareproblems,Antiviruses, Sharing, Internet/Networking problems.
* Administration,maintenanceandtroubleshootingofdesktopswith(Win2000,XP,2007,2008)/Server’s (Windows2008, 2008 R2, 2012) operating systems.

**Currently Working at AL-Taknia Telecommunication (STC)**

1. **Currently working in AL Taknia Telecommunication Company (STC).**

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**Joined2017Oct26…present working**

**IT SUPPORT ENGINEEER .**

**Responsibilities**

* + Manage all IT technician on various site, to provide service to users
  + Make sure the all users working smoothly .
  + Assign the ticket and follow up with TECH and close ticket.
  + By using Work Force Management Tools.(WFMS)
  + Configuration of outlook in to domain .
  + Check network connectivity through various application like network analyzer.
  + Supports to EBU(Business line management).
  + Follow up daily emails and quick respond.
  + Daily follow observation Tickets which already will keep observation for one month
* Maintain productivity report to daily basis.

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1. **DEC2013to FEB2014:At (EPEOPLESOLUTIONS.)**

**Position: Trainee and lab Instructor).**

**Provide Technical Training to New joiner and maintaining lab environment.**

**:-VMware(vSphere)4.0**

* + Vmotion
  + .SVmotion.
  + DRS(DistributedResourceScheduler)
  + HA(HighAvailability)
  + FT(FaultTolerance)
  + TEMPLATES.
  + CLONINGS.
  + Managing backup of VMs.
  + Setup lab environment.

Responsibilites handle at(GENPACT(GE))

1. **MAY2014TOSEP2015dateatGENPACT(MNC) Position: PROCESS ASSOCIATE, ITMS.**

**User Access Control Management.**

* + Worked on ADDS.
  + RACF tool(Impulse)
  + Provide Authentication
  + User termination
  + User account management.
  + Service Now Ticketing tool.
  + Support to customer remotely.
  + Monitor the server maintenance by using tools(NAGIOS)
  + Deep performance visibility of commercial and custom application
  + Automated capacity forecasting, alerting, and reporting.

**Responsibilities Handle at Hearing Solutions.**

1. **JAN2(2016)totillOCT24(2017)at HEARING SOLUTIONS.**

**Worked system Desktop support engineer**

* + Implementation of new office and setup new LAN network.
  + Manage more than 25branches allover Telangana states ,multiple branches of company remotely solve desktop related problem or any physical issue provide soft guidance easy to understand to solve the problem.
  + New installation of desktop and printers and scanners.
  + Provide maintenance of CPU AND PRINTER on bench.
  + Manageoutlookemail,creatingnewaccountofnewlyjoinedandtakingbackupofemails.
  + Making backup of computers. For new migration of location.
  + Check all the software’s license expired or not.
  + Installation of BIOMETRIC machine on all branches, make link the server directly for daily attendance.

**EDUCATIONALQUALIFICATION**

* **PROFESSIONALQUALIFICATION:**

**Bachelors of Technology (B.Tech)** in **Computer and Science Engineering** From(CSE)

**Jawaharlal Nehru Technology University(J.N.T.U.)**,Hyderabad ,India.**(2012)**

* **INTERMIDATEFROMNARYANAJUNIOURCOLLEGE(MPC**) (**2008**)
* **SCHOLLINGFROMPRIYADARSHANIHIGHSCHOOL(SSC) (2006)**

**TRAININGANDCERTIFICATIONS**

* + **MCP-MicrosoftCertifiedProfessional:-yd7syd5197**
  + **MCSA-MicrosoftCertifiedSolutionsAssociate:-yd7sy50aa**
  + **MCSE-MicrosoftCertifiedSolutionsExpert:-yd4syd508c Associate.**
  + **TrainingfromOWSINFOTECH-HYD,INDIA.**
    - **MCSE.2012Serveroperatingsystem.**
    - **CCNA(Certified) 2017**
    - **VMware (vSphere)Exsi**gottrained.

**PERSONALDETAILS**

Fathers Name :MirHimayathAlikazmi. Passport : V1781749

MaritalStatus :Married

Languages :English,Arabic,Urdu,Telugu. Nationality/ :Religion:Indian/Islam .

**DECLARATION**

I here by conclude that the above information is true to the best of my knowledge.

**(Mir AhsanAli Kazmi)**