SHOUKATH ALI

Abu Dhabi – UAE

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IT/ SYSTEM ADMINISTRATOR

10 Years Experienced | **MSc–IT** | **BSc–Computer Science** | **CCNA, MCSE, MCDBA**

A successful IT Engineer with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT systems, especially Windows Servers Services, Network Services, Microsoft Exchange Server and Citrix Server. Multi-talented with good all round technical skills and the ability to develop and maintain close relationship with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of the organisation with end user satisfaction through a positive, well organized and structured work ethic.

Currently seeking a challenging position in a dynamic environment and desire to progress further and to grow with the organisation that has the opportunity for the advancement of my career.

SKILLS AND EXPERTISE

➢ Possess 10 years of experience as IT Administrator.
➢ Holding Cisco & Microsoft Professional certifications, CCIE (Written),CCNA & MCSE.
➢ Microsoft server technologies.
➢ LAN & WAN technologies.
➢ Cisco devices and routing protocols.
➢ Microsoft Exchange Server 2010
➢ Microsoft Hyper-V
➢ VMware vSphere 6.5
➢ ERP system
➢ Cisco Technologies
➢ PABX telephone system
➢ Backup Solutions
➢ Time & Attendance system
➢ Programming languages

TECHNICAL COMPETENCIES

- LAN Services   : Various TCP / IP Services -DHCP, DNS, ADS, NAS Configuration.
- Platforms   : Windows Server 2003, 2008 R2, 2012, 2016 Windows XP, 7, 8, 8.1,10, Linux.
- Messaging Platform   : Microsoft Exchange Server 2003, 2010
- Scripting Language   : HTML, Java Script, vb script
- DBMS   : MS Sql Server 2008, Oracle 11
- Programming Lang   : C, C++, Visual Basic 6, 2008
- Routing Protocols   : RIP V1, RIP V2, EIGRP, OSPF,BGP

PROFESSIONAL WORK EXPERIENCES

IT ADMINISTRATOR in **AL MASAOOD BERGUM LLC – Part of Al Masaood Group of Companies** (From January 2007 up to present)
Location: Musaffah, Abu Dhabi, United Arab Emirates

Job Description

- Responsible to manage the IT Operations in all the UAE and Qatar offices.

- Supporting a multi-site IT infrastructure of the whole group consists of more than 300 employees.
- Administer servers, desktop computers, printers, routers, switches, firewalls, telephones, smart phones, software deployment, security updates and patches.
- Install, configure, manage and maintain Exchange Server 2010, e-mail accounts and all mailing system.
- Install and support LANs, WANs, network segments, Internet, and intranet systems.
- Ensure network connectivity throughout company's LAN/WAN infrastructure is on par with technical considerations.
- Configure and manage Active Directory, Group Policy and DNS.
- Manage and configure Blackberry Enterprise Server and PABX telephone system.
- Monitor networks to ensure security and availability to specific users.
- Install, configure, administer and maintain network servers & file servers.
- Maintain integrity of the network, server deployment, and security.
- Organize and configuring network resources and giving access to users.
- Administer, maintain and repair IT resources to ensure the availability of Information systems at all time.
- Administer, troubleshoot, update, and enhance servers' platforms.
- Deploy new servers-related infrastructure services and to implement Internet security systems.
- Develop and produce statistical reports as required by the various departments.
- Install operating system updates, patches, and make configuration changes.
- Introduce and integrate new technologies into the existing IT environment.
- Maintain current and complete documentation for configurations.
- Ensure that all servers are up and running optimally; and to perform daily backup operations.
- Provide and manage an easy access to information resources needed by managers
- Set hardware specifications according to work requirements in adherence to budgetary constraints.
- Design, implement, and configure disaster recovery plans.
- Suggest, write and update policies related to users support.
- Develop, apply, monitor and review auditing policies and requirements related to IT infrastructure.
- Provide training and consultations to all staff and clients on IT issues based on field knowledge.

SYSTEM ADMINISTRATOR in OCTEL Networks (From June 2005 to September 2006)
Location: Bangalore, India

Job Description

- Install and maintain network hardware and software.
- Maintaining computer network and Peripherals.
- Design, setup, administer, and maintain Emails, and internet services.
- Organizing and configuring network resources and giving access to users.
- Performs and manages OS, hardware and software upgrades for client systems.
- Quickly arrange repair for hardware in occasion of hardware failure.
- Monitor network communication; load and configure the standardized desktops.
- Evaluate and modify system's performance.
- Identify user needs, determine network and system requirements.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers

EDUCATION/ CERTIFICATIONS

MSc - Information Technology – Sikkim Manipal University, India	Jan 2004
BSc - Computer Science– Madurai Kamaraj University, India	Jan 2001
Vocational Higher Secondary Education– Kerala Board – India	Jan 1998
CCIE (Written Exam)- Cisco Certified Internet Expert	July 2017
CCNA – Cisco Certified Network Associate	Jan 2005
MCSE – Microsoft Certified System Engineer	Jan 2004
MCDBA – Microsoft Certified Database Administrator	Jan 2004
'O' Level – DOEACC – Government of India	Jan 2002

PERSONAL DATA

DOB & Marital status: 20-02-1980, Married
Nationality   : Indian
Languages Known   : English, Hindi & Malayalam
Visa Status   : Residence/Employment Visa U.A.E.
Driving License   : Valid UAE Driving License

REFERENCES

Anees Ahmad   : Senior IT Administrator (Al Masaood Bergum LLC)
                    Email: anees@amb.ae +971 50 3824360
Anwar AK   : Senior HR Administrator (Al Masaood Bergum LLC)
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