

## **Taha Usmani**

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### **Professional Summary**

I am graduate, dedicated, practical, stable and results-oriented multitasking IT Engineer in Microsoft environment with excellent technical and written/verbal communication skills having 12 years experience of IT support and running company IT infrastructure, ability to provide 1<sup>st</sup> and 2<sup>nd</sup> line troubleshooting in software, hardware, LAN networking, user's PC, Laptop, Surface Pro, Servers, Firewall, IP telephone and UPS. Coordinate and support all internal teams and vendors to get IT resolutions.

I am able to handle IT help desk ticket (ManageEngine Desktop Central), Problems and Vendor management.

### **Projects**

#### **1. Oman70 Holding**

- A) Windows 10 pro workstation and Dell Server Windows 2019R2 Standard OS upgrading for company Staff & Servers.
- B) Trend Micro Antivirus Server installation for Staff & Servers.
- C) DMARC for Outlook Email
- D) Cisco IP Phone Installation with MHD Infotech Muscat.
- E) Microsoft Dynamics ERP installation through OCS Infotech Software Team.
- F) Fortinet 101-F installation with all policies including VPN connection to work from home staff.
- G) LAN network based connection for printing/scanning from Kyocera Printer to staff and guest.

#### **2. Oman Shipping Company**

- A) Installation SonicWALL VPN support to user for remote location.
- B) IT Quorum DR Backup Disaster and High Availability.
- C) Cisco IP Phone installation with IITC Team Muscat.
- D) Installation and support DANAOS ERP
- E) LAN network based connection printing/scanning from PaperCut Konica to staff and guest.

#### **3. H.A.H.Muslim Gymkhana & NMC Hospital**

- A) Upgrade and procurement of Hospital Server Room and all Staff PCs.
- B) Installation and support face id time attendance machine & CCTV DVR device.
- C) Deployed with Software Team of Hospital Management Information System (HMIS) Oracle 10g based including fixed desktop Wyse Terminal for staff.

### **Area of Expertise & Competencies**

- 1. Installation of MS Windows operating system with required drivers of Windows 7, 8.1, & 10 and Windows Server 2008R2, 2012R2 & 2019R2 including new patch updates.
- 2. Installation and configuration of LAN Network Printer (Kyocera, HP and Konica).
- 3. International experience of integrating applications on a group level, and working with remote teams of solution experts.
- 4. Installation of Antivirus Trend Micro, McAfee Endpoint including new patch updates.
- 5. Manage and troubleshoot of Local Area Network (DHCP), Wireless Network (WiFi).
- 6. Installation and manage license or subscription of Office 365 and 2013 including pst.
- 7. Installation and setup of Microsoft One Drive and save user's files as data backup.
- 8. Installation of Danaos Software in Vessel's Server and staff desktop/laptop.
- 9. Installation Support knowledge of SANGFOR & Fortinet Firewall.
- 10. Support troubleshooting of CCTV DVR/NVR (Hik Vision).
- 11. Knowledge of Installation and monitoring (DR and HA) data backup in Quorum backup system.
- 12. Open ticket and follow up user's request including SLA time in ManageEngine Desktop Central.
- 13. Support to end users via remotely through Any Desk & Team Viewer.

## **Academic Education & Computer Training**

- Bachelor of Technology (BTech) in Electrical Technology from Mehran University of Engineering Technology Jamshoro Pakistan from 2006 to 2009.
- Higher Secondary Certificate (FSC) in Pre-Engineering from Govt. Collage ForMen Karachi Pakistan in from 1997 to 1999.
- Secondary School Certificate (SSC) in Science from Makhdoomia Secondary School Board of Secondary Education Karachi Pakistan from 1995 to 1996.
- Diploma of Associate Engineering (DAE) in Electronics from Zubaida Polytechnic Institute affiliated with Sindh Board of Technical Education Karachi Pakistan from 2001 to 2004.
- Completed one-year diploma in computer science from HAMM Tech Institute & information Technology Karachi Pakistan from Jan-2001 to Dec-2001.
- Completed training of Cisco Certified Network Associate (CCNA) from CCTC Karachi Pakistan in 2008.
- Completed training of Microsoft Certified System Administrator (MCSA) from CCTC Karachi Pakistan in 2008.
- MS Project Management one day training from Institute of Business Management Karachi Pakistan in 2007.
- Quorum Backup System high availability Server training from Quorum onQ Muscat Oman in 2018.

## **Professional Job Experience**

**Oman70 Holding LLC-IT Admin (system and network) (Oman)**

**From September 2019 To Date 2020**

**Description: Manage administration of IT Server & Infrastructure**

**[www.oman70holding.om](http://www.oman70holding.om)**



- Manage Sever & all IT operations server administration, supervise efficient working for IT staff provide facility of installed desktop, laptop & surface pro with window 10 pro operating system, Sever & Client Trend Micro Antivirus and standard software.
- Support & supervise daily server room IT devices production Dell Servers logs, DVR, NVR, router, switches, Fortinet firewall installed policies through provide VPN connection for work from home to all staff, WiFi access point for staff & guest users, Cisco IP telephones, LAN printing scanning for HP & Kyocera printers, Outlook, standard software.
- Manage & supervise active directory for office staff for create new & existing users reset password, other policies & access shared drive map drive with personal & private folders,
- Manage Company domain hosting, & configures outlook for staff local outlook pst backup in staff user computer including email signature & trained staff for OWA web access.
- Manage IT inventory for old & new IT stock according to company requirement.
- Manage & update meeting & guest room with all required IT equipment relate to separate Wi-Fi connection, audio mic, smart TV screen, Cisco WebEx & Polycon meeting including video conferencing.
- Dealing with different vendor for being cost effecting, product qualities availability purchasing & preparing price comparison sheet of decisions and solutions impacting contracts from Management.
- Follow up instruction & share knowledge with Operation Manager for new technology innovation & maintain update of all hardware, software related issues.

## **Oman Shipping Company -IT Support Engineer (Oman)**

**From September2017 To July2019**

**Description: IT System (Hardware & Software) Installation & Support**

[www.omanship.co.om](http://www.omanship.co.om)



- Provide technical support / troubleshooting for OSC/OSMC/OCL Company & Vessel Users. Laptop/desktop PC & Surface Pro, Printer system, hardware, software, LAN networking, providing IT Service including as end users request resolve/require to accomplish day to day challenges.
- Prepare new & existing laptop/desktop & Surface pro installation with window 8.1 & 10, with standard software & McAfee end point.
- Set up & maintain meeting room / LAB / training room operational smart screen / audio system / pointer & others as per request staff or guest.
- To check printer stock accessories & manage all AMC's & create new user in PaperCut MF printer software with company id card registration for scanning, copying & printing.
- Run update patch of Oracle software, Java & Adobe Flash.
- Manage Office 365 administration for user end support including installation / profiling / editing / assigning policies to groups also email flow filtration.
- To provide short training to new & existing users regarding to using Office365 (Word, Excel, Power Point, Outlook) also setup Microsoft One Drive for users data.
- Preparing & manage IT inventory old or new items & maintain as per existing users or new joiner.
- Working for all critical Servers backup in onQourum system & check daily log as lead database.
- Installation of Danaos Software to end user & Vessels computer also create user & password for login, assign job role as per approved by the line manager through helpdesk ManageEngine System.
- Install & setup of SonicWALL VPN also provides demo to user how to connect & work outside office.
- To help & support network security team regarding LAN network & WiFi issue.
- Follow up with end users in ManageEngine according to SLA & close request after resolution.
- Vessels staff support regarding Danaos software & Office 2013 Outlook email & other software.
- To provide LAN connection to Cisco IP Phone & install jabber Soft phone to approved users.
- To help in connection for Cisco WebEx in meeting room.
- Configure outlook email on staff, seafarer's android & apple phone.
- Support staff in active directory for new & old users & seafarers create new user & reset password as per OU policy also adding them according company OU policy.

## **H.A.H. Muslim Gymkhana-IT Supervisor (Pakistan)**

**From April2016 To September2017**

**Description: Manage Server Procurement & IT Infrastructure**

[www.muslimgymkhana.com.pk](http://www.muslimgymkhana.com.pk)



- Implement & manage Tier1 Data Centre, IT operations & supervise efficient working of IT staff provide installed PC facility with Windows operating system, antivirus, standard software, Installation & daily backup support oracle 9i database software, local, network printer HP LaserJet Pro MPF M127-M128, LaserJet 1320 PCL5, P1102, 1020.
- Install & Support CCTV DVR/NVR cameras (HIK Vision) as per organization standard requirement.
- Install, manage & support of HP DL380 G6 Servers, Cisco Catalyst 2790G Switches, Cisco routers 2900series also manage medium size network infrastructure with Windows Server 2008R2, Active Directory, Domain Hosting configure user's email in MS Outlook PST back up & prepare IT inventory.

## **Cisco System, Inc- IT Sales Specialist (Pakistan)**

**From June2012 To February2016**

**Description: To provide support BoQ & UCS non ATP exception in C.C.W**

[www.cisco.com](http://www.cisco.com)



- Providing after sale support on Cisco Unified Computing Servers Validating of Software/Hardware service quote.
- Handle sales inquiries related to country wise and follow up with SME regarding query and provide support.
- 1 Tier Partner enablement on giving them elaborated introduction on Cisco Services portfolio and training them on optimally using the Cisco services portal.

- Provide on-site and remote technical assistance for Cisco UCS Server hardware software system as per running product bulletin through Cisco WebACD chat, WebEx & Jabber.
- To help and create case through CMT & uCRM for international clients for CCW/SFDC quote respective applications.
- Services and Warranty Support by Cisco at CCW (Cisco Commerce Work Space) tool.
- Handling & resolve cases day to day & update to the customer & partner.
- Data processing and analysis and different task as per Management.
- Work as part of a team with excellent communication skills.
- Working & support with clients in all level of project.

**National Medical Center (NMC Hospital) IT Hardware Engineer (Pakistan)  
From May2009 To May2012**

**Description: Manage (Help Desk, Local Area Network & IT infrastructure)**

[www.nmc.net.pk](http://www.nmc.net.pk)



- Perform data backup/image of Server, disaster recovery of Windows Operating System & Server
- Install & Support workstation terminal (**WYSE**) also diagnoses of hardware software problems & replace defective components.
- Perform routine maintenance of user's PC, Rack Server, network devices, start-up & shutdown procedures & maintain record.
- To install local & network printer to end user needs and use the information to identify
- Daily checking of CCTV recording, routers log & report to IT Manager and Director.
- Follow up on daily complains & resolve it by the end users.

**Company: Institute of Business Management (CBM  
College/University)**

**Designation: System Support Officer- CCIS Deptt.**

**November 2007 – March 2009**

**Description: Manage IT Help Desk (LAN, WAN network, Router  
&TCP/IP)**

**Company URL: [www.iobm.edu.pk](http://www.iobm.edu.pk)**



- Install, support & manage IT help desk/Desktop, Windows operating systems, hardware, software also manage all student labs & library PCs with the help of team work.
- Assign & configure Static, DHCP TCP/IP address, subnet mask, default gateway, DNS also bind with domain controller to User's PCs.
- Installation & Support of Local Printer, Fax LAN network printer.
- Supervise student computer labs & helpdesk technicians.
- Install new software patches / upgrades system as respond to user request & management approval.
- Follow up & resolve daily end Users complain & update in excel file & send by email to IT Manager.

**Personal Information:**

Father's Name: Mohammad Sadrul Islam Usmani  
 Date of Birth: 15th November 1980  
 Nationality: Pakistani  
 Health: Fit as a fiddle and Non-Smoker  
 Passport No: AX2857283 valid up to Jan'2021  
 Driving License: 112176706 (Light Vehicle Private)  
 Oman Civil ID Number: 112176706  
 Nationality: Pakistani  
 Linguistic Skills: English, Urdu & Arabic  
 Visa Type: Employment Visa with NOC valid 2022  
 Current Address: Oman70 Building North Al-Ghobra 1<sup>st</sup> Floor P.O.Box# 297, P.C# 112, Oman.  
 Pakistan Address: Own Homes House B-72, Block-21, Federal B Area, Karachi-Pakistan.

**Excellent & professional references available on request.**