



CCNA and MCSE Certified

Al Olaya, District Al Khobar,  
Al-Rashid Residence Tower,  
Saudi Arabia (KSA)

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### Technical skills

- ✓ Windows Server 2008 2012-R2/2016
- ✓ Windows XP,7,8,10, Mac OS
- ✓ Troubleshoot & problem-Solving
- ✓ Hyper-V, VMware
- ✓ Computer Hardware and Software Installation
- ✓ MS Office, Word, Excel, Outlook
- ✓ Remote Support
- ✓ Desktop Support, Technical Support
- ✓ Diester Recovery
- ✓ L1, L2, L3 Support
- ✓ Anti-Virus Configuration
- ✓ Skilled in TCP/IP and WAN
- ✓ Network Configuration
- ✓ LAN/WAN Configuration
- ✓ System upgrades,
- ✓ Technical issues analysis
- ✓ Service Desk plus Ticketing tool
- ✓ Reporting and Documentation
- ✓ Firewall and endpoint security

## SYED SALMAN ALI

### Professional Summary

Assiduous, Proactive, and in Assiduous, Proactive, and industrious IT Professional with over 5 years of experience and exposure in troubleshooting IT systems in a wide variety of technical problems about Windows server, Computer network Systems'

### Work Experience

**May/2018-Current (4-Year)**

Junior System and Network Admin / IT Technical Support Engineer  
Al-Rashid Trading and Contracting Company (RTCC)

- Managing and maintain internal network infrastructure including Windows Servers 2012, Cisco Router Switches FortiGate Firewalls, & Linksys Wireless Access Point, Hp ProLiant Server, Mitel Ip PBX server, Hikvision NVR or Hikvision and Bosch camera. Or Exchange Office 0365 Server.
- Providing Remote Support for the users whenever required and possible.
- Administrate Windows Server 2012, Maintaining Domain controllers User accounts using Active Directory, DNS, DHCP, Group Policies, OU
- File Servers" Administration (managing users' shares and permissions, observing file growth and troubleshooting user access problems).
- Print Servers Administration (including installation and troubleshooting printing services problems.
- Installation of Servers, PCs, laptops, printers and other networking devices.
- Installation of Operating System Windows 7, 8, 10 and Drivers,
- Configure & maintain Backup of Microsoft Outlook 2016 (.PST files) & Troubleshoot of E-mail.
- Works on Microsoft Office and Microsoft Word, Excel, PowerPoint
- Configuring and managing backup & restore procedures. With the help of Acronis True image, Data recovery, Backup and cloning skills.
- Implement IT Helpdesk software for users to create trouble tickets and maintain all troubleshooting logs.
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help setup systems or resolve issues.
- Administrating and Creating user emails and other related tasks by using Microsoft 365 Admin Center.
- Troubleshoot/resolve issues relating to O365. Manage OneDrive support
- End Point security updating of antivirus & monitoring anti-virus and patches.
- Manage Biometric Attendance Device and user list using Meddle East Software.
- Install Repaired & Maintained or troubleshoot of Hikvision Dome and bullet IP New Cameras & added in Hikvision NVR,
- Wrote and kept records of incident report. Upgrade NVR Hard disk if necessary.
- Manage and Administrative of Mitel server Adding, modifying, and deleting Mitel Ip phone in Mitel server Application. And troubleshoot Mitel IP phones issues
- Manage and Administration of FortiGate firewall 70D
- Manage and Maintain FortiGate firewall creating a rule, User restrictions.
- Install and configure of Linksys Wireless Access Point.
- Configure, verify and troubleshoot IPv4 addressing and subnetting.
- Configuration and Troubleshooting LAN/ VLAN
- Configuration and Troubleshooting of Trunk, Inter VLAN Routing,
- Configuration and Troubleshooting of DHCP, DNS, TFTP
- Configuration of Access Control List (ACLs),
- Cisco Discovery Protocol STP, LLDP,
- Configuration and Troubleshooting Static Routing,
- Backed up network monthly and implemented disaster recovery, when needed.
- Troubleshooting Network Problems and Identifying and solving
- Configuration and up-gradation of ISO through TFTP server.
- Managing and Maintained 350+ Cisco 20+ Distribution. and or 6-Core switches.
- Maintain Company documentation, such as topology diagrams, equipment inventories and configuration.
- Coordinate and interact with other teams, Contractor or Vendor to solve Server's or network issues whenever required.

### Technical certification

- ✓ Microsoft Certified System Engineer (MCSE): 307000430
- ✓ Cisco Certified Network Associate (CCNA): 13088910
- ✓ Saudi Council of Engineers (SCE): 811807

### Technical courses

- ✓ MCSE
- ✓ CCNA
- ✓ Exchange Office 365
- ✓ CCTV

### Personal skills

- ✓ Troubleshooting
- ✓ Leadership
- ✓ Time Management
- ✓ Customer Support
- ✓ Quick learn
- ✓ Team Work
- ✓ Problem Solving

### Work Experience

**March/2017-April /2018 (1-Year)**

#### Desktop Support Engineer

#### Consulting & Designing Engineering (CDE)

- Assisting experienced technicians and engineers or managers with day-to-day tasks including IT Support, Hardware, Software issue, Emails, Operating system, Printers anti-virus and network.
- Computer assembling and maintenance.
- Installation of Operating System Windows 7, 8, 10 and recovery.
- Installed Hard disks, Floppy drives, CD Drives, CPU, Memory, Power supply unit, Network card, Video graphics card, Hard disk controller card on PC systems
- Manage & monitor employees pc both Domain and workgroup computer.
- Windows server 2012 administrator for AD account creation and group policy, password reset and joining Workgroup to domain.
- Install & troubleshoot of Local & WIFI or Network printers, Scanner, cartage
- Responsible for 2nd level support to the users.
- Configure Microsoft Outlook and Troubleshoot of E-mail issue of the end-user.
- Works on Microsoft Office and Microsoft Word, Excel, PowerPoint
- Kaspersky security updating of antivirus & monitoring anti-virus and patches.
- Troubleshoot and resolve hardware, software, network and other system problems.
- Configuring and managing backup & restore procedures.
- Updating the ticket in IT Helpdesk Ticketing tool.
- Email Communication, Presentation, public speaking.
- Good network knowledge in LAN/WAN, TCP/IP and WIFI setup configuration and troubleshoot.
- Managing and Maintaining the Windows Servers 2012, PCs, Routers, and Switches, CCTV, Attendance Device.

### Technical skills

- Advanced knowledge of Windows Server (2008/2012).
- Knowledge in MS Server, Datacenter with Hyper-V, VMware Virtualization and Configuration of iSCSI storage. Cluster Management.
- Good Knowledge in Configuration, HP ProLiant Server ILO, Raid,
- Good Knowledge of install and configure of Cisco Router, Switches, Firewall
- Understanding of networking technologies to include TCP/IP, Wireless technologies.
- Good knowledge in Configuration remote VPN or Site-to-site VPN

### Education

- Bachelor of Technology (B-Tech) Computer Science and Engineering) (CSE) (First Class) Completed in (2015) From Jawaharlal Nehru Technology University Hyderabad (JNTUH)

### Personal information

- ✓ Mobile No: +966500915737
- ✓ Email: Syedsalmanali844@gmail.com
- ✓ Iqama: Transferable
- ✓ Saudi Council of Engineer Certificate: 811807
- ✓ Relocation: I am Ready to Relocate
- ✓ Date of birth: 19-06-1993
- ✓ Passport No: L7542692
- ✓ Religion: Islam
- ✓ Marital Status: Married
- ✓ Driving License: Saudi Arabia (KSA) License (Valid)
- ✓ Languages: English, Urdu, Arabic
- ✓ LinkedIn <https://www.linkedin.com/in/syed-ali-a4a99513b/>