*Curriculum vitae*

Dear Sir,

The attached resume is presented for your consideration regarding the position of System Administrator.

My qualifications represent a background of increasingly important assignments within organizations. These experiences have given me the opportunity to make many profitable contributions in a number of functional areas.

As the enclosed resume simply summarizes my capabilities and career history, there is considerably more to relate. I would appreciate the opportunity to meet with you personally to specifically discuss what I could do for your organization.

Please feel free to contact me at the below email address, or phone number.

Thank you for your consideration, I am looking forward to your reply.

**Currently, I am available for interview in Saudi Arabia.**

Kind Regards,

Syed Ajaazuddin

E-mail: syedajaaz63@gmail.com

Mobile: 0590952685

 CURRICULUM –VITAE

SYED AJAAZUDIN

E-mail: syedajaaz63@gmail.com

Mobile: 0590952685

**OBJECTIVE:**

* Seeking a position to be a part of a renowned organization, to contribute towards the growth of the Organization, based on my expertise and to develop my personal capabilities by learning from the new exposure within the structured framework of the organization.

**EDUCATIONAL QUALIFICATION:**

* Bachelor of Technology in **Computer Science Engineering** from Jawaharlal Nehru Technology University - Hyderabad during the academic year 2006-2010, Andhra Pradesh, INDIA.

**CERTIFICATION:**

* **Cisco Certified Network Associate (CCNA)# CSCO12713888**
* **ITIL® Foundation certified: ITIL**

**Technical Skills:**

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| --- | --- |
|  |  |
|  |  |
|  Windows Server 2008 R2 & 2012 |  As/400 Client Equation, ICE & Misys Retail system |
|  Security & Group Policies |  Backup Image (Acronis & Symantec ghost) |
|  Backup, Restore & Recovery |  QMatic & Security Cameras |
|  C, C++, ASP.NET |  All HP Server, PCs & Printers Troubleshoot |
|  HTML |  |
|  Ms-SQL 2008/2012 |  TCP/IP, LAN & WAN |
|  Client OS –XP, Windows 7 & 10 |  |

**PROFESSIONAL EXPERIENCE**

# IT Field Support Engineer (November 2015 -till date)

**Arabic Computer Systems Limited (Saudi Investment Bank Project) – Al Khobar**

**Duties and Responsibilities:**

* Responsible for Eastern region (**Dammam, Khobar, Qateef, Al -Hasa, Jubail and Hafar al batin**) Total 11 Branches including Ladies Branch’s for Applications, Communication & ATM support.
* Maintaining and changing the Hardware of the servers as required.
* Install software’s on the servers as per the requirement.
* Troubleshoot and maintenance of all HP servers (HP ML\DL 160-370), Printers (600 and 4000 series) & Pc’s.
* Restoring and taking Backup through **ACRONICS** Software.
* Handling CA DSM (Desktop and System Management) tool to schedule and deploy applications all over branches in the kingdom
* Handling responsibilities of providing first-line technical support to the users in using the applications
* Updating computers and servers with the latest service packs and patches.
* Installing and updating Symantec antivirus into client machine and servers.
* Supporting Microsoft Office 2010/2013/2016.
* Installing new hardware (servers, printers, computer workstations, etc.)
* Replaced old hardware with latest HP 600 series mini desktop in head office and branches.
* Remote Support (VNC\PCAnywhere) or Branch visit’s, troubleshooting the issues related to OS, network and Servers
* Exchange Mailbox (creation, move, restore, recover) as per Bank standard.
* Upgradation and migration of windows 7 from 32-bit to 64-bit operating system in all branches and Head Office.
* Visiting branches, call centers, ATMS, and solving Network and System Issues.
* Configuring and Troubleshooting of MS OUTLOOK.
* Troubleshooting issues with standalone and web applications such as, (CRM, Microsoft Dynamics ERP, ONYX Teller system) etc.

**PROFESSIONAL EXPERIENCE **

**HB BRANDS (Hospitality Board Holding co), Riyadh, Saudi Arabia**

**IT SUPPORT EXECUTIVE May’02 2013- OCT 2015**

* Installing and maintain **NAV** Software.
* Restoring and taking Backup through **GHOST** Software.
* Troubleshooting Network infrastructure and LAN concepts.
* Monitoring of Various Branches and Organization.
* Installing and Troubleshooting of Finger Print Machine and CCTV Cameras.
* Installing and Configuring Network Printers.
* Installing and Maintain Software’s.
* Providing Helpdesk through Ticketing Tool System.
* Talking to Clients and Computer Users to Determine the Nature of Problems.
* Investigating, Diagnosing and Solving Computer Software and Hardware Faults.
* Responded to All Client Requests for Technical Support by Phone, Email,

Inter-Office Chat Service and By Ticketing Tool System.

* Maintaining and Supporting all Offices LAN/WAN Environment.
* Maintaining Records of Software License.
* Shift and on-call work may be required, particularly where computing equipment’s in continual 24-hour operation.
* Responsible for day-to-day support, Windows administration, maintenance an upgrade of Windows operating systems
* Provided Hardware and Software support for desktop / laptop computers.
* Troubleshooting operating system related issues and hardware issues.
* Supported Microsoft Office 2007/2010/2013.

**WORK EXPERIENCE:**

**Company : Morphing system limited, india.**

**DESIGNATION : technical support ENGINEER**

**period : FEBRUARY 2011 TO JANUARY 2013**

**JOB RESPONSIBILITIES:**

* Installing operating system (Win-XP, Vista& windows7,8)
* Installation, Configuration server Operating systems and Windows 2008/2012 servers.
* Installing, Managing and Configuring Active Directory for Windows 2008 and 2012 Server.
* Creating Users in Active Directory.
* Installing software’s such as office application, office/viso, and antivirus.
* Installing and configuring additional Peripherals
* Installing and configuring printers
* Configuring e-mails in outlook
* Troubleshooting all kinds of problems
* Cable Placement, termination, punch down, testing, labeling/tagging and documentation
* Conducting the continuity test for the cables.

**PERSONAL SUMMARY:**

* Date of Birth **:** 18th Aug 1989
* Marital Status **:** Married
* Nationality **:** Indian
* Languages known **:** English, Urdu and Arabic.
* Iqama **:** Transferable
* Driving license :Valid Saudi Driving License