Asmu Deen
Technical Support Executive

Contact

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CAREER ASPIRATION

To serve the organization with high spirit, motivation by constantly taking up challenging assignments and continuously upgrade skills to keep pace with the rapidly changing environment that places my career in the path of organization growth.

EXPERIENCE SUMMARY- 2.6 years

Working as a **Technical support executive** at **Brightstar telecommunication India ltd** from Feb 2018.

Worked as a **Technical Consultant** at **Data secure solutions Pvt Ltd** from July-2017 to January 2018.

Worked as a **Desktop Support** at **Huawei telecommunication ltd** on **Javi Systems pvt Ltd** Payroll from August 2016 to April 2017.

Worked as a **System Administrator** at **Faiman Developer Pvt Ltd** from May 2015 to August 2016.

JOB ROLES AND RESPONSIBILITIES

Brightstar telecommunication India ltd
As a Technical support executive

- Handling all four phases of any project: Initiation phase, Planning phase, Control and Monitoring phase, Project Closure phase.
- Handling costumer queries related to Storage and Linux.
- Providing telephonic, remote, and onsite support for Linux and Storage (NAS/SAN).
- Handling issues related to Linux for SAP/HANA, Filesystem.

DATA SECURE SOLUTIONS PVT LTD
As a Technical Consultant: -

- Technical Project execution, and Supporting the IT production post sale support
- Configure, troubleshoot, and upgrade Linux OS for Manage clients, which includes network and/or resource access, software
- Install and manage 3cx and OpenIPBX on Linux environment.
- Open, resolve, or update Support tickets for Firewall and Anti-Virus clients.
- Provide, Manage Firewall Clients' with regular status reports of their trouble tickets.
- Configure, Troubleshoot Acronis backup on Linux environment.
- Install, Configure, Troubleshoot, and upgrade Anti-Virus.
- AD/DNS/DHCP install, support, troubleshoot

Huawei telecommunication ltd (on Javi payroll)
As a Desktop Support: -

- Publish Day to Day IT escalation report for the costumer tracking.
- Raise Ticket, take update with costumer and my TAC team for issues.
- Storage Configuration Huawei OceanStor 5300 V3, 3900T, 2600T
- Involvement in New server and storage delivery project.
- Installation and Configuration of Server-(Rack & Blade).
- Installing Linux, windows and creating, managing VM's.
- Storage Unit, and Network devices with VLAN, Trunk, OSPF configuration.

Faiman Developer Pvt Ltd

As a System Administrator: -

- Installing, upgrading and configuring Red Hat Linux 5.x & 6.
- User administration on Linux servers and providing access to users using sudoers
- Responsible for providing disaster recovery and execution on Linux environment.
- Extending file systems using LVM and Mounting storage on Linux Server.
- Creating daily health check reports of servers, storages.
- Managing disk space, processor utilization, and network utilization related to server.
- Administration and configuration of NFS, Samba, servers and sticky bits, and rectify issues related to user privileges.
- User and File system administration, Backup & Recovery, Job scheduling.

KEY PROJECT

1. **PayTM 418 Server Project with end to end configuration.**
   - Installation and commissioning of Servers
   - Basic Hardening of servers
   - Linux (Redhat, SUSE) and windows OS (Win server 2012, 2016) installing
   - File system created for Linux
2. **SAP HANA Server Project Delivered in Noida.**
   - Installation and commissioning of Servers
   - Basic Hardening of servers
   - OS installation (SUSE 12) on servers and database installation
   - File System created for SAP/HANA
3. **HP Proliant Servers, Firewall, Switch Project Delivered In Delhi**
   - Physical installation of servers, firewalls, Switch and AP
   - CentOS/RedHat OS installation with LVM file system.
   - VPN Tunnel, SSL VPN configuration.
   - Firewall cluster configuration.
   - Plan and Configure Network Environment

EDUCATIONAL QUALIFICATION

M.Sc(CS) (2015)   65.00 %
MakhanLal Chaturvedi University, Bhopal, M.P.
PGDCA (2014)   66.00 %
MakhanLal Chaturvedi University, Bhopal, M.P.
B-Com (2009-13)   58.00 %
Raj Rishi Autonomous collage, Alwar.

TECHNICAL QUALIFICATION

- **HCNA – Storage** certified (certificate No: 010100901393807230971409)
- **O'level** Diploma from **DOEACC/NIELIT** in 2012
- **CCNA** Training from **Network Bulls**, Gurgaon in 2015
- **RHCSA** Training from **Fostring Linux**, Gurgaon in 2016
- **RHCE** Training from **Fostring Linux**, Gurgaon. 2016

TECHNICAL PROFICIENCIES

Operating Systems	Server OS -Redhat 7, Ubuntu, SUSE, win 2008,2003,2012 Cent-OS Client OS- 98, XP, Vista,7, Debian	Anti-Virus & Backup	Bitdefender GravityZone, Acronis BackupCloud, Huawei Simphana
Firewall Switch and Router	WatchGaurd M200, M300, Fortinet, 90E, 100D, 400, Fortinet Analyzer 500D, Juniper ex2200, Aruba 2530, Aruba IAP 215, Huawei	Servers & Storage	Huawei Fusion Server 2288H, HP Proliant DL180, Ocean Store 2800, Ocean Store 5300
Programing Language	Linux shell scripting, python	Virtualization	Vmware, VirtualBox, KVM, HyperV

TECHNICAL TOOLS USED

- Wireshark, IP Scanner, Nmap, traceroute, WSM
- TFTP32, Xlight,
- Putty, HyperTerminal, X manager, Secure SSH, TigerVNC
- Linux iSCSI Initiator / Target, FC connectivity

- VMware, Virtual Box, KVM
- Team viewer, Ammyy Admin, AnyDesk
- Github, Docker
- Microsoft Office, Open Office, Excel
- Apache server, LAMP, WAMP
- iCare, tar, gzip,,Winrar, winzip

STRENGTH

- Good at creativity, time management, leadership and team work.
- Enthusiastic, Positive Attitude, Determined.
- Adapting to working environment

Language KNOWN

- English
- Urdu
- Hindi

PERSONAL PROFILE

Father's Name: Rukmu Deen

Date of Birth: 15-Jan-1993

Marital Status: Single

Nationality: Indian

Gender: Male

Religion: Islam

Permanent Address

Vill- Nangla Banjeerka,
PO- Bagar Rajpoot,
Teh- Ramgarh, Alwar, (Rajasthan)
Pin - 301001

DECLRATION

I hereby declare that the above mentione information is true to the best of my knowledge.

Date:
Place: **(ASMU DEEN)**