

## MOHAMMED ABDUR RASHEED

IT & System Administration

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### Professional Summary

- 4.5 Years of IT Support Experience in Windows, Linux, Unix, Servers, Monitoring Tools, Ticketing Tools.
- Proficient in Installation, Configuration, provisioning, management and troubleshooting of network components/peripherals.
- Worked on tools which are related to developing robots through machine learning.
- Ability to provide solution and resolve network issues to optimize network security & efficiency besides maintaining high quality standards.
- Functional expertise in Hardware and software troubleshooting, client interfacing and customer service and support.
- Possessing knowledge in **Git, GitHub, Maven, Jenkins, Docker** strategy in various environments of **Linux** System along with adopting cloud strategies based on Amazon Web Services.
- Creating repositories in **Git**, user addition, granting access to users and maintaining the repository.
- Good knowledge on Amazon Web Services (AWS), Creating EC2 Instances and configuring all necessary services.
- Configure and launching of **EC2** using AMI (Linux/Ubuntu) and configuration the servers for specified application.
- Notable Experience on **Windows** and **Linux** environments.

### Work Experience

**FREELANCER**  
**INDIA**

**Sep 2022 – Present**

- Provided technical support and solutions for company employees by monitoring and responding quickly and effectively to requests received through the IT helpdesk, prioritizing issues based on need and scope with a security-first mindset.
- Meeting with clients to troubleshoot, diagnose and resolve hardware, software, and other network and system problems.
- Performed disaster recovery operations and data backups when required.
- Provided technical support on-site or via remote-access systems.
- First and Second level support for network and Windows server issues.

**ASSOCIATE ANALYST**

**Jan 2022 – Aug 2022**

**GlobalLogic Technologies Pvt Ltd, Hyderabad, INDIA**

- Trained the data model with complex Instructions.
- Reviewed the algorithms after training the model.
- Making the reports regarding the efficiency of data the model learned.
- Reporting hourly based training of different data models.
- Improving the data models according to the Engineer requirements.
- Getting the Utilisation on daily bases.

- Troubleshooted issues and outages.
- Installed firmware and security updates on servers, printers, and related networking equipment.
- Log all computer, terminal, and printer hardware/software problems. Calls appropriate maintenance organizations and arranges for repair. Notifies supervisor of unusual problems.
- Assisted with software upgrades and installations.
- Supported and administer third-party applications
- Provided support to operational staff as needed.

### Skills

- Highly capable of working with various types of networks.
- Capable of troubleshooting software issues.
- Ability to multitask and prioritize assignments.
- Able to provide on-call support during business and non-business hours.
- Ability to adapt to new situations and remain flexible.

### Technical Certificates

**Cisco Certified Network Associate Routing and Switching**  
CISCO ID No.: CSC013467175

**Certified Ethical Hacker by EC – Council**  
Certificate Number: ECC9467508123

### Technical Courses

- Microsoft Certified Systems Engineer (MCSE)
- Linux/Unix
- AWS Devops

### Education

- PG Certification in Cyber Forensic Cyber Crimes Cyber Security and Cyber Law from IFS Education Dept.
- Bachelors' Degree in Computer Science (B.Sc.) from Krishna University.

### Languages

English	Telugu
Hindi	Arabic
Urdu	

### Personal Details

Age:	30 years
Marital Status:	Unmarried
Passport:	Valid Indian Passport