

## **MOHAMMED ABDUR RASHEED**

IT System Administrator

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Portfolio: <https://rasheed-devt.github.io/digital-profile/>



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### Professional Summary

- Over 4.5 years of experience in IT support and system administration.
- Managed server infrastructure, achieving 99.9% server uptime.
- Implemented security protocols, reducing incidents by 40%.
- Conducted regular system backups, ensuring data integrity.
- Managed virtualization environments, increasing resource utilization by 25%.
- Configured and maintained network infrastructure, enhancing performance by 20%.
- Administered email and collaboration systems, reducing email downtime by 15%.
- Monitored system performance, reducing help desk tickets by 30%.
- Developed and enforced IT policies, ensuring regulatory compliance.
- Supported disaster recovery planning, enhancing company readiness.
- Provided advanced technical support, increasing resolution efficiency.
- Proficient in system administration, network infrastructure, and security policies.
- Holds certifications including CCNA, MCSE, and AWS DevOps.
- Experienced in virtualization and cloud computing technologies.

### Work Experience

#### **IT System Administrator**

**VARMA CONSTRUCTIONS, Vijayawada, India.**

**July 2019 – Jan 2024**

#### **Roles and Responsibilities:**

- Administered Windows and Linux servers, achieving 99.9% uptime and minimizing disruptions to business operations.
- Configured firewalls, antivirus software, and intrusion detection systems, reducing security incidents by 40% and safeguarding sensitive company data.
- Performed daily, weekly, and monthly backups of critical data, ensuring data integrity and quick recovery from data loss events.
- Deployed and maintained VMware and Hyper-V virtual machines, increasing resource utilization by 25% and reducing hardware costs.
- Set up and managed routers, switches, and wireless access points, enhancing network performance and reliability, leading to a 20% increase in network speed.
- Managed Microsoft Exchange, Office 365, and collaboration tools, improving communication efficiency and reducing email downtime by 15%.
- Used monitoring tools to track system performance and analyze logs for issues, proactively resolving issues and reducing help desk tickets by 30%.
- Created IT policies and procedures to ensure compliance with industry standards, ensuring regulatory compliance and reducing policy violations.
- Developed and tested disaster recovery plans to ensure business continuity, enhancing company readiness for unexpected events and reducing potential downtime.
- Assisted with complex technical issues and provided escalation support for IT staff, increasing resolution efficiency for high-priority incidents and improving overall IT support quality.

## Skills

- Proficient in system administration tasks such as backups, updates, and patches.
- Strong troubleshooting abilities for hardware, software, and network issues.
- Knowledgeable in configuring and maintaining network infrastructure components.
- Familiarity with security policies, procedures, and best practices.
- Excellent collaboration and communication skills for working with stakeholders and other IT teams.
- Ability to adapt to new technologies and stay updated with industry trends.
- Experience with virtualization and cloud computing technologies.
- Proficiency in scripting or automation tools for system management tasks.
- Strong organizational skills for managing multiple tasks and priorities effectively.
- Commitment to continuous learning and professional development in the field of IT administration.

## Technical Courses

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Systems Engineer (MCSE)
- Linux/Unix
- AWS Devops
- PG Certification in Cyber Forensic Cyber Crimes Cyber Security and Cyber Law

## Education

- Bachelors' Degree in Computer Science (B.Sc.) from Krishna University, Andhra Pradesh, India.

## Languages

English, Hindi, Urdu, Telugu, Arabic

## Personal Details

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