

## MOHAMMED ABDUR RASHEED

IT System Administrator

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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**

**July 2019 – Jan 2024**

**VARMA CONSTRUCTIONS, Vijayawada, India.**

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

- **Managed Server Infrastructure**
  - **Responsibility:** Administered Windows and Linux servers, ensuring optimal performance and uptime.
  - **Outcome:** Achieved 99.9% server uptime, minimizing disruptions to business operations.
- **Implemented Security Protocols**
  - **Responsibility:** Configured firewalls, antivirus software, and intrusion detection systems.
  - **Outcome:** Reduced security incidents by 40% and safeguarded sensitive company data.
- **Conducted Regular System Backups**
  - **Responsibility:** Performed daily, weekly, and monthly backups of critical data.
  - **Outcome:** Ensured data integrity and quick recovery from any data loss events.
- **Managed Virtualization Environments**
  - **Responsibility:** Deployed and maintained VMware and Hyper-V virtual machines.
  - **Outcome:** Increased resource utilization by 25% and reduced hardware costs.
- **Configured and Maintained Network Infrastructure**
  - **Responsibility:** Set up and managed routers, switches, and wireless access points.
  - **Outcome:** Enhanced network performance and reliability, leading to a 20% increase in network speed.

### ➤ **Administered Email and Collaboration Systems**

- **Responsibility:** Managed Microsoft Exchange, Office 365, and collaboration tools.
- **Outcome:** Improved communication efficiency and reduced email downtime by 15%.

### ➤ **Monitored System Performance and Logs**

- **Responsibility:** Used monitoring tools to track system performance and analyze logs for issues.
- **Outcome:** Proactively resolved issues before they impacted users, reducing help desk tickets by 30%.

### ➤ **Developed and Enforced IT Policies**

- **Responsibility:** Created IT policies and procedures to ensure compliance with industry standards.
- **Outcome:** Ensured regulatory compliance and reduced policy violations.

### ➤ **Supported Disaster Recovery Planning**

- **Responsibility:** Developed and tested disaster recovery plans to ensure business continuity.
- **Outcome:** Enhanced company readiness for unexpected events, reducing potential downtime.

### ➤ **Provided Advanced Technical Support**

- **Responsibility:** Assisted with complex technical issues and provided escalation support for IT staff.
- **Outcome:** Increased resolution efficiency for high-priority incidents and improved 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

## Education

- 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