

IT Infrastructure Operations / Technical Support

Objective:

To seek a lead Position in IT Infrastructure Service Delivery, operation, Transition Management and utilize my skills for the growth and development of the Organization.

Professional Training & Certification

Achievements

- *Completed training on Windows Server 2008*
- *Completed training on EMC Legato Networker 8.0*

Synopsis:

- **Pursuing MCA from correspondence and having 6 years of core IT experience.**
- Ability to lead a team and communicate with all levels in the organization, including Top management & Technical teams.
- Excellent IT operation & service delivery managerial skills.
- Good listening and consultative skills.
- Comfortable working effectively in a rapidly changing environment.
- Proven track record of providing leadership in IT operations focused on Operations, back office environment, End-User computing.
- Experience of working in a Global organization with the ability to effectively work in a matrix & vertical organizational model.
- Good understanding and familiarity with ITIL framework.
- Ability to balance business requirements and needs with technical deliverables.

PROFESSIONAL SNAPSHOT : (A technocrat with 6 years of experience in):

- 1- *Sr. Associate at HCL InfoTech Pvt. Ltd. From August-16 to Till now.*
- 2- *Associate at Chaque Jour HR Services Pvt. Ltd. from Feb-13 to July-16.*
- 3- *Technical Support Engineer at Wipro Info Tech (Apex Services) from Nov-2010 to Jan-2013.*

- ⇒ **Currently associated with HCL InfoTech Pvt. Ltd. For the client Unique Identification Authority of India, Regional Office, Lucknow (Ministry of Communications & IT, Govt. of India) as a Technical Support Engineer.**
- ⇒ Hands on experience on **managing Windows based Servers e.g. Win 2008/2003, Exchange Server 2010, Active Directory, DNS, DHCP, McAfee Antivirus Server.**
- ⇒ Hands on experience on **managing Server's.**
- ⇒ A keen planner & implementer with demonstrated abilities in Server Administration, IT infrastructure planning and management for streamlining IT related operations.
- ⇒ Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs.

Functional

- ↳ **Systems Administration:** Imparting training to end-users in the post-implementation phase. Handling installation & configuration of operating systems, applications, servers & workstations.
- ↳ **Incident Management:** Monitoring the incident assigned to Windows Admin Support Engineer and ensuring all the calls should resolve within SLA.
- ↳ **Technical Support:** Troubleshooting problems pertaining to performance tuning, network administration, application conflicts and System Bugs. Sending Reports to Higher Management related to Daily Calls/Vendor Calls & Performance/Monthly MIS Report/Monthly IMAC report/weekly RCA for SLA breached Calls. Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of Hardware / Software.

CAREER SKETCH

HCL InfoTech Pvt. Ltd.: -Feb'13 – Till Now
Deputed at UIDAI, RO, Lucknow, Uttar Pradesh as a Technical Support Engineer.

- ↳ Functioning as a Technical Support Engineer for Windows Admin support and handling an Enrolment Agencies more than 80.
- ↳ Addressing L2 support level calls related to Windows Group and overseeing the functions pertaining to creating, configuring, managing and troubleshooting Group Win 2003/2008, Active Directory, DNS, DHCP.
- ↳ Assembling and disassembling of PC's.
- ↳ Good working knowledge in Installation, Troubleshooting & Configuration of Outlook & Lotus Notes.
- ↳ Troubleshooting and Resolving IT Helpdesk tickets on daily basis within IT SLA time limits through Service Desk Tool.
- ↳ Windows formatting, installation of windows 98, 2000, XP and Vista.
- ↳ Local and Network Printer installation.
- ↳ Other software installation like MS-office., Antivirus, WinZip, Acrobat reader etc.
- ↳ Ownership for IT needs of the Regional office of the UIDAI:
- ↳ Study IT needs of the UIDAI Regional Office and ensure key deliverables in IT are met
- ↳ Manage IT professionals who support the Regional Office of the UIDAI.
- ↳ Interface with IT Firm and MSP engaged by UIDAI for implementation of the project, as and when asked for.
- ↳ Operations and maintenance of the IT Systems, hardware, printers, Software applications, LAN, communication room etc.
- ↳ Vendor management activities for desktops/laptops/network/communication equipment/ data cards etc.; manage licenses/renewals/upgrades and SLA compliance as required for all of the above.
- ↳ Supervise/undertake enrollment data upload from the Regional Office networks to CIDR; own troubleshooting and escalation of IT related issues with vendors, MSP and CIDR.
- ↳ Support the technical helpdesk of CIDR as relates to the Regional office, and monitor issues for resolution
- ↳ Interact on all IT related matters with UIDAI appointed Registrars for enrolling residents including sub-registrars and enrolling agents appointed by Registrars so as to resolve IT issues
- ↳ Migration of approx. 5 physical servers onto Dell Power Edge server as VM using Hyper V for maximizing server hardware utilization.

Wipro Info Tech (Apex Services): Nov'10- Jan'13
Deputed at HMEL and IBN7, Noida film city, Uttar Pradesh as Desktop Support Engineer.

Accountabilities

- ↳ Functioning as a Desktop Support Engineer for Windows Admin support and handling a team size of 15 including System Admin & Datacenter backup operation engineer.
- ↳ Addressing L2 support level calls related to Wintel Group and overseeing the functions pertaining to creating, configuring, managing and troubleshooting Group Policy objects (GPOs)/ Win 2003/2008, Exchange Server 2010, Active Directory, DNS, DHCP.
- ↳ Administering Symantec Endpoint protection and coordinating at all location.
- ↳ Managing 100% compliance for IT security related activities for servers (Incident SLA management/Patch Management/Antivirus Management/Admin ID Password Management.
- ↳ Troubleshooting server h/w issues & coordinating with vendor for servers H/w device drivers and Firmware version up gradation related activities. Assembling and disassembling of PC's.
- ↳ Good working knowledge in Installation, Troubleshooting & Configuration of Outlook & Lotus Notes.
- ↳ Troubleshooting and Resolving IT Helpdesk tickets on daily basis within IT SLA time limits through E-Helpline Tool.
- ↳ Windows formatting, installation of windows 98, 2000, XP and Vista.
- ↳ Local and Network Printer installation.
- ↳ Other software installation like MS-office., Antivirus, WinZip, Acrobat reader etc.

SCHOLASTIC

- ↳ **B.Com (Commerce)** from Kisan P.G. College, Behraich, Dr. Ram Manohar Lohia University in 2009.
- ↳ Diploma in Computer Operating Programming assistant from Government ITI.
- ↳ Completed training on Server 2003 MCSE (Microsoft certified System Engineer).

Personal Information

- **Name:** Mohd Niyaz
- **Address:** Indira Nagar Lucknow 226010
- **Mobile no.:** 7388238777
- **Passport Number:** M2351968
- **Marital Status:** Single
- **Email:** niyaz.mohd1@gmail.com