MOHAMEDALI.A
Thanthai Periyar Lane, Nellikuppam
Tamil Nadu, South India
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PERSONAL SUMMARY:

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing hardware&network problem and also knowledge of IT operating systems, especially Windows, Exchange and Citrix. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support and development teams. Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

AREAS OF EXPERTISE:

- LAN/WAN/NOC Administration
- Project Management
- Information Systems Audits
- Technical Support Management
- Asset Management
- Biometric Management

KEY SKILLS AND COMPETENCIES:

System Administration

- Advance hardware&Advance networking HCL certified Engineer.
- Expert knowledge of Microsoft Client and Server Operating System.
- Knowledge of monitoring tools.
- Hands on experience in Fusion Cloud Desktop Solution.
- Handling Exchange Server 2007, 2010, 2013.
- Document and track issues via a ticketing system.
- Server hardware planning & implementation, troubleshooting and maintenance.
- Extensive knowledge in Computer Hardware.
- Microsoft license volume management.
- Understanding of the role of a system administrator.
- Able to multitask in dynamic environment.
- Good troubleshooting skills.

Personal

- Clear and logical thinking skills.
- Strong desire to succeed.
- A self-starter, who is willing and able to learn quickly

WORK EXPERIENCE:

Bin Dawood Group of Companies (Jeddah, KSA)
IT ADMINISTRATOR May 2011 – May 2018

- Support end-users on MS Office; Win XP/W7/W8/W10& -Mac, Outlook and VPN remote access.
- Assist with AD and Exchange with branch offices related issues.
- Designs, administrates, and supports systems, networks, and application infrastructure (e.g. LAN/WAN, firewalls, routers, systems security, global email systems)
- Cisco & 3com network phones configuration & installation.
- Manage all new install projects for servers, switches.
- Installation, administrating and maintaining server2003/2008/2012 and LAN network equipment to ensure high availability and high performance of the systems.
- Advanced monitoring, administrate, troubleshoot, and manage infrastructure based systems
- Providing technical support to desktop PC & laptop users/Assist in testing, implementation & troubleshooting of Thick Client program &server system.
- Maintain and update technical support document, IT report and policy.
- Manage telephone system and Video conference device.
- Configuration &maintaining NCR &IBM pos.
- Create VLAN Email Configuration Pop3 same as SMTPOWA webmail DHCPDNS.

OTHER ASSIGNMENT (FIN) & (PURCHASE)
- Work closely with Asset Management and Purchase teams.
- Assist in the establishment of policies and procedures for maintaining an accurate inventory of IT assets, including cost, location, assignment, and configuration.
- Assist in the design, implementation and administration of processes and systems for management of IT assets.
- Works with other IT functions to identify and document procurement requirements and create requisitions for IT purchases.
- Identify differences between machines reporting in the asset management tool and the discovery tool.
- Performs audits of all IT assets throughout the enterprise.

Merrill Technology services (Chennai, TN, INDIA)
IT SUPPORT ENGINEERJuly2010-Apr2011

- To provide first class customer service and support to customers.
- Installs selected software, maintaining proper security levels and access rights.
- Ensures the quality of systems operations in all areas of the company, by communicating with all levels of systems users and offering direction and assistance, as needed.
- Coordinates workflow, to ensure effective overall operations in the Information Technology Department.
- Consults with system users on specific project requirements, designating priority and scheduling project.
- Managed and created Active Directory accounts, network shares, and printing services.
- Setup audio visual equipment, including projectors and microphones across linked conference rooms.
- Weekly report hardware & network status to dep't manger/director.

RAS Solutions (Cuddalore, TN, INDIA)
IT HELP DESK SUPPORT   Jun2009-Jul2010

- Provided computer helpdesk support via telephone &direct communications with end-users.
- Performed diagnostics and trouble shooting of system issues, documented help desk tickets/resolutions, and maintained equipment inventory lists.
- Achieved the highest levels of productivity, handling over 600 calls per week and averaging 90 calls daily.
- Escalated issues as needed and maintained communication with customer and Technical teams, extensively utilized Remedy to record and track issues.
- Assistance with training of staff and compiling procedural documentation.
- Assisted users with policies and procedures for setting up conference calls, new accounts, web/network presentations and voice mail.
- Independently designed new staffing schedule to improve night time coverage and reduce cost of overtime.
- Demonstrated exceptional skills in professional are mandatory responsiveness across a wide variety of areas.

ACADEMIC QUALIFICATIONS:

HCL
A+&N+   **Advance System Hardware & Advance Networking   2009-2010**

Anna University
B.Tech   **Information Technology**   **2005-2009**

Krishnaswamy
Matric   **Computer Science**   **2004-2005**

PERSONEL DETAILS:

- Father's Name : J.ASATHULLAH.
- Marital Status : Married.
- Date of Birth   : 09thDec1987.
- Nationality   : Indian
- Driving License: India

Declaration:

 I hereby affirm that all particulars mentioned in this document are true to my knowledge and belief.

Date: Yours faithfully,

Station: (Mohammed Ali.A)