L2 Server Support Engineer

Irfan Ahmed Quraishi
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Career Objective

A challenging position in the field of Infrastructure Management support system Administrator that will utilize my knowledge, skills and experience in planning Maintaining and offer an opportunity to have a long term association and constant Growth

Summary

(5 Years) of experience in Information Technology working for Infrastructure Management Service System Administrator & relevant Microsoft windows server support.

Experience

- Currently working as L2 windows Server Support in **M/S MindLogicx Infratec Ltd** since Oct 2011 till the date

- worked as L2 windows Server Support Engineer in **M/S Network Solution an IBM Bangalore** since 2011 Feb. to August 2011

- Worked as L2 Server Support Engineer in **M/S Wipro Info Tech, Bangalore** (off Roles) since 2008 Feb. to 2011 Jan

- Worked as L1 Support Engineer in **M/S Abode Technologies,Gulbarga** from 2006 July to 2008 January
- Worked as L1 System Support Engineer in **M/S Active Network, Gulbarga** from 2004 March to 2006 June
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Educational Qualification

 Diploma in Electronic and Communication Engineering

 K.C.T Polytechnic Gulbarga, Board of Technical Education Bangalore, 1999-2002

Computer Certifications

Microsoft Windows Server 2003 (070-290) (installing and configuring, and Administrating Microsoft Windows server 2003)

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- Operating Systems   : Windows server 2000,2003,2008,Xp,Vista,win7
- Active Directory services   : windows server 2003,2008.
- Virtualization   : VMware Esxi 4.0
- Mail Server   : MS- Exchange Server2003
- Proxy servers   : ISA server 2006 as proxy,
- Authentication Servers   : Windows Active Directory Service-2008 & 2003
- Virus Management   : Symantec End Point Protection, Mcafee,
- Packages   : MS- Office 2010, Open Office, outlook 2003,07,10
- Hardware Platforms   : Intel, HP Proliant DL380, HP ML570, IBM x86
  Servers,

  Dell Power Edge 710, M805 and others.

❖ **MindLogicx Infratec Ltd. Bangalore, 560069, India. :**

MindLogicx Infratec Ltd is new generation software Product Development and Services Company providing end to end solutions and services in domains.

IT Systems Administrator:

- Maintaining & Monitoring Active Directory services in windows server 2008
- Implemented IIS 7 and configured different websites on windows server 2008
- Documenting all changes made in Active Directory on daily basis
- Monitoring system, Application,& Security event logs and backup up weekly basis.
- Maintaining Different types of Hardware RAID Levels & Implementing RAID 1 , RAID 5 and RAID 6
- Backup of all production servers move in Magnetic tape & NAS box using ntbackup, wbadmin
- Backup tapes movements to offsite of critical servers for Data protection on daily basis.
- Maintaining and Monitoring , GPO, File server , Print server , Mail server, IIS 7
- Maintaining & Monitoring DHCP server Scopes, reservation, exclusion, backup
- Windows patching done using WSUS Servers sp3.0
- Monitoring all critical and production servers using (ZABBIX) monitoring tool.
- Installing, Configuring &Monitoring SQL server 2005 Enterprise Edition database server
- Need to accept the tickets as soon as possible and providing the solution on severity basis tickets likeS1,S2,S3,S4 using Bugzilla ticketing application
- Mcafee EPO 4.5 server for virus protection all over the network

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- Creating and monitoring virtualization machine using VMware esxi 4.0, preparing basic reports on all virtual machines.
- Basic knowledge on Microsoft Windows cluster s severs

❖ <u>Network Solution an IBM Company :</u>

Client: ING Bank (India) Ltd Data Center Bangalore ITPL.
Data Center and different platforms of application & Server Hardwares.

System Administrator:

- Maintaining & Monitoring Esxi 4.0 Vm ware Virtualization using Vcenter Server
- Maintaining and Monitoring Windows Exchange server 2003 Mailbox storages
- Maintaining and Monitoring Active directory service in windows server 2003
- Maintaining sites ,DC, ADC, GC,DNS, Exchange servers ,using windows server 2003
- Snappimon server monitoring tool using for windows server monitoring
- Day-to-day support on Windows Server and backup/restoration for more than 200+ Intel Servers
- Migrated Windows Server 2003 from test environment to the production environment.
- Implemented and managed IP Addressing; configured TCP/IP addressing on a server.
- Configured automatic updates for network clients by using Group Policy in WSUS server
- Designed, planned and implemented Group Policy, delegation strategies and OU structure.
- Symantec Anti-Virus protection for all the client in a secure Network
- Configured automatic updates for network clients by using Group Policy in WSUS server

❖ <u>Wipro info tec as (off role employee) :</u>

Client: Citi Financial consumer finance India ltd

System Administrator:

- Monitoring and Maintaining Mail Exchange Server 2003, Active Directory Service (ADS)
- Creation, Deletion, Modification user ID in AD windows server 2003
- Ntback for all critical data on daily basis on Magnetic tape
- Attending call on severity basis such as S1,S2,S3,S4 using incident management
- Monitoring, configuring windows 2003,2000,2008 critical servers
- Installing operating system using Image from the server with global Desktop version 4
- Giving onsite technical support to the end user and also remote support using VNC consoles

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- Maintaining & Trouble shooting Network and Local printer in AD
- Using MacAfee Antivirus security system for protecting data from virus
- Vendor Management (Airtel, CMS,HP,VSNL,BSNL,HCL)

❖ <u>Abode Technologies, Gulbarga :</u>

- Installations of Operating Systems like Windows 2003 standard Edition, Windows 98, Windows 2000 Server, and Windows 2000 Pro / XP Pro
- Maintaining Dental college, Gulbarga network and system support onsite support
- To Configure, administer and perform basic troubleshooting on Network Printers, scanner and Fax
- Installing, Configuring, Trouble shooting, Norton Antivirus for security purpose
- Extensive experience of working on various hardware platforms like Dell, Hp, Compaq IBM ,etc
- Configuring, Implementing, troubleshooting LAN, WAN, VPN etc

❖ <u>Active Network, Gulbarga :</u>

- Involved in Assembling Troubleshooting & Servicing of PCs and All Model laptops (IBM, Toshiba, Acer, HP)
- Creating Symantec ghost images of Desktop and servers
- Installing and troubling shooting operating system like windows 2000 / XP
- Trouble shooting various problem in Dot-matrix Printers, DeskJet ,and Laser Printer
- Giving onsite technical support to the end user and also remote support through telephone
- Networking cabling and casing Crimping
- Installing and Maintaining Anti Virus like Norton 2005
- Installing and Configuring Modem as per the requirement
- To Configure, administer and perform basic troubleshooting on Network Printers, scanner and Fax

<u>PERSONAL PROFILE:</u>

- **Name** : **Irfan Ahmed Quraishi**
- **Father's Name** : **Basheer Ahmed**
- **Date of Birth** : **04th May 1978**
- **Sex** : **Male**
- **Marital Status** : **Unmarried**
- **Nationality** : **Indian**
- **Languages Known** : **English, Hindi & Urdu**