Mohammed Ali Baba

Senior IT Support Engineer-L2

Contact Information

📍 Abu Dhabi, UAE

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Personal Details

Father Name : MD HAYATH ALI

Gender   :   Male

Date of Birth   : 15 Oct 1988

Place of Birth : Hyderabad, India

Marital Status : Married

Nationality   : Indian

Passport Number : J8975909

Valid Driving License of UAE

Education

- Pursuing MCA IT from GITAM University, Hyderabad, India
- B.sc (Computer Science) from Osmania University, India.

Summary

A Professional with 9+ years of experience as IT Support Engineer in the IT field relating to Microsoft based Technologies (windows 10, 7, XP, Vista, server 2012/2008) with Excellent knowledge in network administration and system Security.

Experience

Organization 1

Name of Company: Innovations Direct Employment Services
Designation: Senior IT Support Engineer-L2
Duration: Sept 2016 to Till Date
Client: Abu Dhabi Islamic Bank (ADIB)
Location: Al Wahda Commercial Tower Adjacent to Al Wahda Mall, Abu Dhabi, UAE.
Phone: +971 2 4446999 (https://innovationuae.com/)

Job Responsibilities:

Providing IT L2 support to 3500+ clients in ADIB and 500+ clients outside the premises in various sites located across UAE. Supervising team of 6 IT Support engineers and the IT helpdesk team in ensuring that the end user SLAs are satisfied.

- Played an important role in leading a project of upgrading more than 3000 machines to windows 10
- Acting as a Data Security Analyst by Managing and providing McAfee DLP release code to the end users
- Responsible for deploying different windows image for different Departments and Branches in SCCM console
- Responsible for Encrypting, Decrypting the hard Drives of Laptop and PC using McAfee End point encryption tool
- Responsible for Verifying tickets closed by all the workshop engineers in entire UAE to make sure the assets inventory in correct in the HP Service Manager system on weekly basis
- Responsible for releasing Quarantined emails using cisco email gateway
- Responsible for providing shared folder access to the users on file server

- Responsible for analyzing the incidents report from HP service managers to reduce the repeated incident happening in the network
- Identifying and tracking the devices which are making the account locked frequently
- Identifying the vulnerability in an unknown application before making it whitelisted in the organization by testing them in isolated machine
- Performing administrative duties related to computer equipment, such as asset inventory, Barcoding new inventory, problem tracking, new equipment status, etc. and ensuring inventory management system is up to date.
- Managing incoming queue of help desk tickets from 1000+ clients via email or phone
- Maintained queue of an average of 5-20 tickets per day and resolving level 1-2 support issues
- Visiting client sites to resolve hardware and network issues as needed
- Prepared and configured new laptops and workstations to client specifications
- To log all calls on the call logging system
- Acting as the first point of contact for all IT & technical queries.
- Training junior engineers and end users about the security policies and procedures of IT and usage of IT Equipment's
- Working with LANDesk/SCCM Remote to view and troubleshoot remotely laptops and PCs.
- Working with our Group Email, replying to our users and assist them through it.
- Troubleshooting Cisco IP phones.
- Working with McAfee EPO, MacAfee Endpoint Encryption, applying MacAfee Stringer scans.
- Responsible for cost saving from IT Equipment through a clearance process.
- Collaborating with vendors for repair/replacement of faulty hardware as well as installation of new hardware & software

Organization 2
Name of Company: AL-JABER Group of Companies
Designation: Desktop Support Engineer
Duration: May 2015 – Sept 2016
Location: Head Office located at Mussafah, Abu Dhabi.
Phone: +971 2 5554300 (www.aljaber.com)

Al Jaber Group is a clustered of several industries including Construction, Logistics, Manufacturing, Real Estate, Trading, Aviation, Marine, several stores & workshops with a manpower of over 50,000 employees.

Job Responsibilities:

- Receive end user IT related phone calls, providing support, logging tickets, responding to queries via an online system.
- To diagnose and resolve software and hardware incidents, including printers, copiers and scanners
- Ensuring security and upgrades are applied to desktops and laptops and kept up to date
- Installing authorized software to laptops and desktops
- Ensuring licensing for all software purchased is recorded and maintained
- Exchange server mailbox maintenance including archiving mailboxes
- Responsible for providing remote support whenever required for any other Location / Braches with GoverLan, Team Viewer & VNC.
- Maintenance, Monitoring & Trouble shooting of LAN which consists of more than 1500+ Systems connected on network.
- Co-ordination with vendors for all Desktop and Peripheral's AMC's with in EOD.
- Data Recovery from Hard Disk Drives using various data recovery tools.
- Responsible for Windows Deployment & Ghosting on client side.
- Works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients.
- Works with procurement staff to purchase hardware and software.
- Having excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization.

Organization 3
Name of Company: **Aegis Ltd**
Designation: **System Administrator**
Duration: **March 2012 – October 2014**

Job Responsibilities:
- Experience in Configuring & Monitoring of Cisco routers and switches and performing troubleshooting tasks for connectivity.
- Responsible for Monitoring WAN links status & their Bandwidth Utilization, co-coordinating with ISP's & client tech SPOC in case of any WAN Link disconnect or down or fluctuation.
- Advanced Router/Switch knowledge such as managing and configuring route maps, creating and configuring VLANS, and writing Access Control Lists for security purposes
- Knowledge and experience using Routed Protocols: TCP/IP and Routing Protocols: RIP, OSPF, EIGRP, and BGP.
- Configured, Implemented & Troubleshoot Cisco 2950/2960 Cisco Switches & Cisco 1700,2600,3845,3825 Routers.
- Create & Configured & Managed VLAN Database in Cisco 2950, 2960 & 3750 Switches as per the Process requirement.
- Configured routers interfaces & IP routing protocols as per the client & ISP requirement.

- Responsible for maintaining active directory services & managing and implementing group polices as per the client requirement.
- Wrote a script to shutdown nearby 1000 systems at schedule time.
- Migrated the entire beam telecom process from workgroup environment to domain model.
- Maintained checklists of daily IT operations like daily backup and Antivirus Updates.
- Coordination with telecom team for solving voice related issues e.g. call drops and voice quality problem.
- Active participant in projects Undertaken by the organization.
- Responsible for providing Desktop Support as well & solutions to the technical requirements of the client's right from the system level to network.

Organization 4
Name of Company: Renova Solutions Pvt Ltd
Designation: System Administrator
Client: Kommuri Pratab Reddy College of Engineering
Duration: March 2010 – May 2011

Job Responsibilities:
- Responsible for configuring & trouble shooting Server 2008, XP, 7 & Vista.
- Responsible for creating and configuring user accounts, profiles, group policies, home folder and disk quotas etc….
- Responsible for deploying the software's from Server.
- Responsible for Windows Deployment and Ghosting on client side.
- Responsible for IP configuration on router, Server and client side for better internet connectivity.
- Responsible for Antivirus updating, Microsoft packages updating of all systems

Organization 5
Name of Company: Dream Web Solutions
Designation: Hardware Engineer
Duration: April 2009 – Feb 2010

Job Responsibilities:
- Troubleshooting & maintenance of PCs.
- Installation of Operating Systems
- Installation of various software, device drivers & hardware components.
- Configuration of Printer, Modem, Scanner

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